



## Job Description

<b>Job Title:</b>	Service Administrator & Data Officer
<b>Base:</b>	Higham Hill Children's Centre, Walthamstow
<b>Reports to:</b>	Service Manager
<b>Salary:</b>	Starting salary £23,391
<b>Working Hours:</b>	37.5 hours (1.0 FTE) per week
<b>Job Purpose:</b>	To provide administrative and data support to the HENRY Best Start service in Waltham Forest, assisting the team in supporting families in achieving a healthy lifestyle, improving health outcomes for young children and reducing health and social inequalities. The team delivers early intervention and prevention services in the key areas of infant feeding, healthy weight, oral health, and speech and language development.

### Key Responsibilities:

1. To lead on data capture and the collation of data reports
2. To provide administrative support ensuring the smooth and safe running of services
3. To recruit admin volunteers and support their skills development

#### 1. To lead on data capture and the collation of data reports

- Ensure that systems and processes are in place to meet the legal requirements of EU General Data Protection Regulations 2018 (GDPR) and to safeguard all personal data.
- Comply with HENRY data protection policy and Accessible Information Standards for public health services.
- Routinely check family contact details and ensure that service delivery data is accurately collected and processed to enable reliable reporting against contract requirements.
- Liaise with partner agencies on the capture and transfer of data, ensuring that established information and data-sharing protocols are followed at all times.
- Provide practical support, guidance and training for practitioners and volunteers on data capture, recording and sharing to ensure accuracy.
- Provide data inputting support to team members as necessary.
- Prepare monthly, quarterly, annual and ad hoc data reports as required .
- Support the preparation and writing of reports, and monitoring progress against key deliverables and milestones.
- Maintain a complaints log and provide regular feedback as applicable.

## **2. To provide administrative support ensuring the smooth and safe running of services**

- Take phone calls, manage post and emails and deal with general enquiries, ensuring office functions run efficiently and effectively.
- Maintain a tidy, welcoming and ordered office environment; monitor levels of stationery and office resources, place orders, take deliveries and keep accurate records.
- Ensure spending on project resources is agreed and provide monthly spending updates.
- Provide administrative support to the team.
- Liaise with IT support to resolve IT issues and support team members as necessary.
- Collaborate with others to coordinate the scheduling of HENRY services.
- Create leaflets, posters, programme information and publicity that is accessible to local families and in line with local branding and HENRY's style guide.
- Establish 'digital by default' communication with parents via email, social media and SMS.
- Book venues for activities, services and meetings, arrange rooms and refreshments for meetings and take meeting notes as agreed
- Manage health and safety on behalf of the service, liaising closely with relevant partners.
- Ensure that staff undertake risk assessments for all sessions and maintain a record of these.

## **3. To recruit admin volunteers and support skills development**

- Advertise for and recruit office volunteers with the support of the project manager.
- Support volunteers to develop key office skills.
- Oversee and check data entry to ensure accuracy.

## **3. General responsibilities for all staff**

- Build respectful relationships, understanding the impact of your behaviour on others and being willing to adapt it when necessary.
- Work effectively as a member of the team by consulting and sharing information with colleagues, managing your time to meet deadlines and preparing for meetings.
- Maintain clear and accurate records.
- Communicate effectively with partners.
- Comply with all organisational policies and procedures.
- Support own development through on-going reading, research and supervision.
- Other duties and responsibilities as negotiated with the post holder.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Level 3 or equivalent skill gained through experience in a relevant field (e.g. administration, databases)	Graduate level education or equivalent A-C GCSE or equivalent in Maths and English
<b>Experience</b>	Evidence of detailed experience in data inputting and management A minimum of one year's proven data or administrative experience in an office environment or similar Effective working as part of a team	Experience of developing data collection systems for projects Financial administration Producing promotional materials Developing effective working relationships with partner agencies
<b>Knowledge</b>	Information and data protection legislation Understanding of data-sharing protocols Development of data collection systems for small-scale services Microsoft Excel, Work and Outlook	Adobe, Publisher and Powerpoint EStart and Mosaic Understanding of evidence-based practice Working knowledge of public services e.g. health and early years services and school services
<b>Skills and attitudes</b>	Motivation to contribute to HENRY's work Working effectively as part of a team, able to provide clear explanations and support to colleagues Excellent computer skills Accurate and thorough with an eye for detail Ability to present information clearly, support drafting of reports and present complex data Self-motivated and able to work without close supervision Excellent interpersonal and relationship-building skills, with a warm and fluent telephone manner Strong organisational and planning skills, able to work on own initiative, think creatively, prioritise tasks and meet deadlines	
<b>Ability</b>	Able to travel and work across the London Borough of Waltham Forest	

