Job Description

Job Title: Data Entry and Housing Administrator
Salary: £21,375.64 per annum *pro rata*
Hours: Part time, 21 hours per week
Responsible to: Deputy Housing Manager/Quality and Training Manager

Summary of post:

The role covers administrative support to the Housing Service, which supports adults with learning disabilities to enable them to become valued and participating members of the community in which they live by achieving maximum independence and integration. This includes providing support with administrative and data collection and entry systems for the service and upholding good written and verbal communication with all stake holders.

Working alongside the management team, the role will also include the following: organising the collection of data and entering this onto a variety of databases including any new databases or systems adopted by Centre 404. This will entail a range of sensitive information and will be expected to comply with best practice around confidentiality and data protection following the General Data Protection Regulation.

Part of the role will also include taking minutes at a range of meetings, supporting the service with quality assurance work, collecting service user feedback and assisting with report writing.

Centre 404 is committed to safer recruitment and all offers of employment are subject to an enhanced DBS check, proof of eligibility to work in the UK and two satisfactory references.

Main Responsibilities

Developing and Maintaining a Quality Service

- To facilitate smooth running of the office by answering the phone, helping deal with enquiries and take accurate messages for staff.
- To work in partnership with service users and family carers.
- To manage a busy inbox and respond or deal with emails appropriately.
- To oversee, coordinate and collect data from housing managers to enable NMDS database to be kept up to date.
- To assist with data entry and the up keep of the Charity Log database.
- To assist with implementation of any new database systems and work alongside Deputy Housing Manager to provide coaching to team members on using databases.
- To assist in monitoring the quality of the service through completion of quality assurance work and assisting with gathering service user feedback.
- To assist with minute taking for meetings and typing up minutes and reports as directed by Housing and Deputy Housing Manager.
- To assist with report writing and collating information for housing service.
- To assist with the presentation of information in an easy read and accessible format.
- To assist with the development and maintenance of standardised procedures and policies as required.
- To assist with the development and maintenance of administrative systems.
- To liaise with other professionals and partners when required.
- To complete a three-monthly on call rota for managers.

- To co-ordinate the departmental training calendar by booking training courses, booking rooms, sending training calendar out, managing bookings and spaces for training, and collecting training attendance.
- Preparing and setting out training rooms.
- Assist with annual service user and family carers' survey

Team member responsibilities

- Work actively as part of the housing service team with a friendly, proactive approach as well as using your own initiative.
- Use accurate and professional communication, through the use of IT, hand written and verbal reports.
- Attend all necessary training, support and supervision.
- Adopt a flexible approach to meet the needs of the service, helping out with tasks at short notice and dealing with changing priorities within the service.
- Work to Centre 404's standards in equality and diversity.
- Have a positive and person-centred approach to working with service users and their families and/or representatives.

General Duties

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Comply with Centre 404's Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Adhere and sign up to the Social Care Commitment and be committed to values which promote dignity in care.
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centred approach with the involvement of service users and family carers and according to Centre 404's mission and values
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested

- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects
- Participate in the on call rota for the Housing service.
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

Person Specification

(E) Essential requirements (D) Desirable requirements

Personal Attributes	Friendly, helpful and approachable attitude	E
	Discretion, trustworthiness and a strong commitment to the importance of maintaining confidentiality	E
Knowledge / Understanding	Good basic education; including 5 GCSEs or equivalent professional qualification	E
	Understanding of data protection	E
	Understanding of database systems/use of excel	E
	Awareness and understanding of communication needs of people with learning disabilities	D
Experience	Experience of working with people with learning disabilities, or experience of working with a vulnerable client group	D
	Understanding of person-centred and value-based approaches when working with others or willingness to undertake training	E
	Experience of developing and maintaining efficient administrative systems	E
	Experience working in a customer-facing environment or within customer service, either in the private or third sector	D
Skills / Abilities	Ability to liaise with agencies and external professionals	E
	Excellent attention to detail	E
	Excellent communication skills with service users, families and professional staff	E
	Excellent written communication and IT skills with an ability to use Microsoft computer packages, the internet and write clear reports and keep accurate records	E
	Excellent numeracy skills and a good level of proficiency with Excel	E
	To be able to get along with colleagues and work as part of a team, and to work unsupervised using your own initiative	E
	Ability to organise own workload effectively, work pro-actively and manage priorities appropriately, completing daily tasks	E
	Commitment to concepts of inclusion and diversity and ability to handle confidential and sensitive information appropriately	E