

## Redcar and Cleveland Mind

### Job Description

<b>Job Title:</b>	Data Monitoring & Compliance Officer
<b>Salary:</b>	£24,882 (12.76 ph)
<b>Hours:</b>	37.5 hours per week
<b>Accountable to:</b>	Quality & Performance Strand Leader
<b>Responsible for:</b>	Administrative Volunteers
<b>Job Purpose:</b>	To work closely with the Quality & Performance Strand Leader, and other paid workers and volunteers as appropriate, to develop, implement and manage a range of databases and data collection systems to ensure the effective operation of Redcar & Cleveland Mind's business integrity.

#### **Duties and responsibilities:**

##### Key Result Areas:

1. Responsible for the monitoring, compliance, quality and review of all data and information for contract/grant reporting.
2. Responsible for the management of data security/systems and transfer of information, data protection, audit and data consistency. To ensure data quality and validation and produce monitoring information for the delivery of suitable contract/grant reporting.
3. Act as a first point of contact for the organisation in handling internal and external enquiries and in the provision of accurately maintained, robust and high quality information (data, statistics and analysis etc).
4. Responsible for the maintenance of all databases/software with particular focus on 'Apricot' MIS.
5. Monitor compliance and maintain knowledge of relevant legislation, information and developments in Information Security, Data Protection and Caldicott Principles.
6. Deliver the aims, objectives and development of the organisation.

##### Key Tasks:

1. Under the guidance of the Quality & Performance Strand Leader, to identify and meet the data/monitoring needs of the organisation and to design and implement appropriate systems and procedures.

2. Undertake data mining to extract information from data sets and identify correlations and patterns and organise into comprehensible structures for upward reporting.
3. Maintain systems which effectively monitor and report outcomes for all service areas and analyse the data to predict trends.
4. Prepare and produce monitoring information required to fully comply with services provided under contracts/grants, performing statistical analysis, ensuring data quality and validation and to effectively liaise with staff when validating information and data.
5. Monitor the effectiveness of information security and compliance with Data Protection and Caldicott principles, policies and standards, reviewing legislation as required and advising on potential impact of non-compliance. Produce and present information to ensure that there is widespread awareness amongst staff.
6. Develop, review and monitor all data and information management, including Data Protection, Caldicott Principles, information audit and data consistency whilst adhering to policies and guidelines.
7. Review information security, including systems security and integrity, data and information security and security relating to transfer of information.
8. Assist the Quality & Performance Strand Leader in the delivery and the recording of training and attendance information.
9. Undertake administrative tasks including word processing, spreadsheets, database, desktop publishing, PowerPoint, typing, photocopying and filing as required.
10. Attend meetings as required and to produce clear and accurate minutes and reports.
11. Work effectively and collaboratively as part of a team.

#### Communications and Working Relationships:

1. Effectively represent Redcar & Cleveland Mind as the first point of contact with external agencies and clients.
2. Establish close working relationships with other key posts in the organisation including the Senior Management Team.

#### Miscellaneous:

1. Work effectively and efficiently, managing your time and workload, with guidance, support and supervision from the Quality & Performance Strand Leader.
2. Undertake training as required by Redcar and Cleveland Mind in Redcar and Cleveland or as agreed through supervision.

The above duties and responsibilities cannot totally encompass or define all tasks that may be required of the incumbent. The outline duties and responsibilities may therefore vary from time to time without materially changing their character and or level of responsibility.

Management:

Support, supervision and performance management will be provided by the Quality & Performance Strand Leader in line with Redcar and Cleveland Mind Policy and Procedure.

Working conditions:

37.5 hours per week. Flexible working between the hours of 8.30am – 5.30pm is permitted subject to the demands of the service. Some evening and weekend working may be required. Overtime will not be paid, but approved time outside office hours should be taken as time off in lieu.

## Redcar & Cleveland Mind - Data Monitoring & Compliance Officer

Note to candidates

All of the criteria marked 'S' will be used for shortlisting purposes.

You should attempt to describe how you meet these criteria in the 'General Experience and Further Information' section of the application form, giving examples where possible.

Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

Candidates invited for an interview will be asked to show evidence of qualifications.

Requirements	Essential/ Desirable
<p><b>Education/ Qualifications</b></p> <p>GCSEs (or equivalent) at Grades A* - C (or equivalent) in English and Maths</p> <p>5 GCSEs at grades A*- C (S)</p> <p>Business Administration Qualification - Level 2 minimum</p> <p>IT Qualification - Level 2 minimum</p> <p>2 years experience of working in a busy office environment</p>	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>Experience</b></p> <p>Experience of working in a busy office environment (S)</p> <p>Experience of maintaining computer based record systems (S)</p> <p>Experience of using Management Information Systems (S)</p> <p>Experience of using Microsoft Office (S)</p> <p>Experience of using Google Apps (S)</p> <p>Experience of social media, website management</p> <p>Experience of autonomous working (S)</p>	<p>All</p> <p>Desirable</p>
<p><b>Knowledge</b></p> <p>Understanding of Data Protection, Information Security, Confidentiality and Caldicott Principles (S)</p>	<p>E</p>
<p><b>Skills</b></p> <p>Excellent I.T. skills including word processing, database, desktop publishing, PowerPoint, spreadsheets, websites, internet and e-mail</p> <p>Ability to analyse and interpret data with accuracy</p> <p>Excellent communication and presentation skills, written and spoken (S written)</p> <p>Planning, organisational and time-management skills</p> <p>Ability to work under pressure, prioritise own workload and to meet deadlines</p> <p>Problem solving</p> <p>Ability to relate to a broad range of people at all levels with a positive, flexible and friendly attitude</p> <p>To be clear and assertive, but also diplomatic in dealing with staff at all levels</p>	<p>All</p> <p>essential</p>
<p><b>Attributes</b></p> <p>An explicit commitment to the core values and aims of Redcar &amp; Cleveland Mind</p> <p>Commitment to working within Redcar &amp; Cleveland Mind's policies</p> <p>Commitment to value of diversity, equality of opportunity and elimination of discrimination in all forms</p> <p>Committed, conscientious, hard-working and focussed upon delivering results</p> <p>Ability to self-motivate</p> <p>Strong team player</p> <p>Strong attention to detail</p>	<p>All</p> <p>essential</p>

Energy and enthusiasm 'Can do' attitude, flexible and solutions orientated Commitment to continuing professional development Ability and willingness to work flexible hours as required	
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**Special Conditions**

The successful candidate will be required to undergo an enhanced Disclosure & Barring Service check and Right to Work check