


Job Title:	Data and Administration Team Leader	
Service:	Birmingham MHST (Wave 12)	
Reports To:	Service Manager	
Band:	Band D	

The Data and Administration Team Leader is an active member of the team, managing and providing support to both management and staff to deliver an effective service for service users, commissioners and other partner organisations who work with and alongside Compass.

Responsibilities include providing professional information, advice, and support to the team in order to develop, deliver and maintain effective and standardised information systems and excellent customer focus within the service. In addition, the Data and Administration Team Leader is responsible for managing the production of all relevant data reports to support local and national reporting requirements and contract monitoring arrangements, maintaining discretion and confidentiality at all times.

The role requires close co-operation with other services; managers and staff and Head Office functions such as HR and finance as well as external customers such as Children’s Social Care and Child and Adolescent Mental Health Service (CAMHS) and NHS Commissioners.

Outline of the Post:

The post holder will be expected to:

Systems

- Manage the implementation of service developments particularly new digital technology.
- Develop and maintain expert user capability of all manual and electronic management information systems (including database systems provided e.g. IAPTUS) to store, retrieve, monitor, collate and archive information following agreed procedures and ensuring the provision of information and statistics in the agreed format and within agreed timescales.

- Manage the diary system for services/individuals as directed, ensuring any changes are recorded and communicated to all concerned.
- Identify service reporting needs and work with colleagues to continuously develop and improve the use of electronic systems.
- Manage the design, development and routine production of performance reports to demonstrate the effectiveness of the service.
- Manage the extraction of data from Compass management information system either using standard extraction tools or bespoke tools designed in conjunction with the Compass Business Analysis team

Operational Delivery

- Assist in the maintenance of the building to ensure that health and safety requirements are met, ensuring health and safety issues are implemented appropriately and promptly.
- Personally generates and documents using word processing software to format, layout and file, accurately and to deadlines.
- Carry out a range of administrative and reception tasks to the required standards to meet the needs of the business, providing, using and maintaining the necessary office equipment to do so.
- Plan, organise and support meetings by taking accurate minutes and circulating meeting minutes within set timeframes.
- Manage local information governance systems, in particular the safe storage and transportation of records in adherence with Information Governance Policies and Procedures.
- Populate activity reports on a daily/weekly/monthly/quarterly basis and manage the creation of quarterly and annual performance reports.
- Obtain, analyse and interprets data, using service outcomes to inform service improvement.
- Manage the uploading of data for reporting of national data sets.

- Develop and manage a robust training package on Management Information Systems (e.g. EMIS) for new and existing staff.
- Audit service data and advise clinicians and other members of the team on strategies to improve data quality and completeness.

Developing and Maintaining Relationships

- Build positive working relationships with internal and external customers to identify and deliver services to meet their needs.
- Develop a good knowledge of local agencies to assist enquiries and sign post if appropriate.

Personal Responsibilities

- Provide line management and day-to-day deployment of administrative support team.
- Undertake formal management and supervision of Senior Administrator including appraisal, capability, induction, absence management and associated HR procedures.
- Mentoring and developing a small group of administration staff ensuring they are supported and guided as required.
- Make judgements in resolving problems of a customer service or administrative nature within pre-defined limits, escalating issues to the appropriate level as needed
- Prioritise own workload and the workload of the administrative support team within agreed service and personal objectives.
- Participate in the Compass appraisal system, matching organisational aims with individual objectives and undertaking appropriate training as required.
- Ensure that a professional service and image is maintained at all times.
- Adhere to Safeguarding of Children, Young People and Vulnerable Adults policies and procedures, sharing Compass' commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

Flexible Approach

- To carry out such other duties commensurate with the grading of the post as may be reasonably determined from time to time.

PERSON SPECIFICATION

Qualifications, Experience and Knowledge:

Essential

Qualifications

- English Language and Maths - GCSE A – C or equivalent qualification
- NVQ level 3 Business Administration or equivalent
- Level 3 IT Qualification/Training in Word, Excel and Microsoft Office Packages or equivalent experience

Experience

Systems

- Experience in dealing with phone calls and email enquiries
- Experience of inputting and producing statistical data and reports on databases and spreadsheets
- Experience in Microsoft Office Packages, Word, Powerpoint, and Excel
- Experience in providing support to others based in different locations

Operational

- Working in a busy office environment where multi-tasking is essential
- Organising, attending and taking minutes of meetings, producing reports, managing and analysing data and service user records
- Liaising with clients/customers via the telephone, email and in person in a busy customer service environment.
- Experience of managing and supervising others within a team.

Knowledge

- Computer packages including Microsoft Office
- Understanding of the Data Protection legislation and how to manage data
- Understanding safeguarding issues relating to children, young people and vulnerable adults
- Understanding of Equality and Diversity legislation and guidance

Personal

- Ability to fulfil the full range of duties and responsibilities in different venues including working from home, office, outreach and community locations.
- Working to deadlines and managing multiple projects/tasks
- Handling sensitive and confidential information and maintain discretion and confidentiality
- Driver with access to a vehicle or ability to travel efficiently to different locations across Coventry.
- Ability and willingness to adopt a flexible approach to occasionally working outside normal office hours at different venues if required.

Key Competencies / Personal Attributes:

The post holder must demonstrate strengths in the following competency areas:

- **Team Player** – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.
- **Interpersonal skills** – able to develop, establish and maintain positive relationships with others both internal and external to the organisation.
- **Analysis Ability** – able to collate and analyse numerical information accurately and confidentially.
- **Autonomy** – ability to work without direct supervision, prioritising work and acting on own initiative where appropriate; pre-empting problems and working to solve them.
- **Creative** – ability to introduce change to enhance the efficiency of the Service by innovative and effective solutions.
- **Communication skills** – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.
- **Confidence and Resilience** – positive attitude when dealing with change; flexible and adaptable, and open to exploring new ideas.
- **Self awareness** – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.
- **Motivated** – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring others to do the same:

- Integrity: an unstinting commitment and openness in all activities.
- Valuing Each Individual: Respecting the needs of each person and helping them to gain greater control of their life.
- Being Solution Focused: Responding quickly and flexibly to current and emerging needs.
- Consistent and Reliable Approach: always delivering on our commitments.

Safeguarding:

The post holder must demonstrate and share our commitment to Safeguarding:

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.