Administrator, Data and IT Officer – (flexible working options) Salary: £21000 to £24000 per annum dependent on experience

Make a real difference to poverty and homelessness

About Hope Help Hope to tackle poverty and homelessness and make a difference for some of the most disadvantaged people across Northampton.

Our work helps people experiencing the most acute problems of disadvantage, exclusion and marginalisation with support and services that will enable individuals to take back control of their own lives, and campaign with them against the causes of their disadvantage. There are 60 rough sleepers every night in Northampton. As well as giving practical support, we focus on helping people to help themselves. If you want to be part of a growing and fantastic team, look at what-we-do …

About the role

This is a new supportive role as part of the charity's administration team, with responsibility for managing Hope's database of service users and enabling it to produce reports together with supporting our IT capacity.

As an Administrator with ownership and responsibility for daily office administrative data and IT, you will possess excellent attention to detail and be comfortable working with systems and data. You will ensure the highest calibre of data entry to produce reports for the organisation's management team which will have a direct impact on the experience of our service users.

You will lead on maintaining our database which is essential for us to record our work effectively and to report on our Key Performance Indicators/targets, as well as maintain and improve our high-profile position in the charity sector. This is a new role within the organisation and is central to our strategic aims.

The role offers a great opportunity to utilise technical and personal skills, to work with a range of dedicated colleagues across Hope and evidence our work on poverty and homelessness.

Key role activities

- Daily office administration (50% of the role) to support our team to undertake their critical roles.
- Compile and enter service user data that is used to inform and support reporting and supply evidence for press stories.
- Support the data requirements of research projects by drawing data from the database.
- Help design data recording forms for input into databases.
- Oversee Hope's emerging Quality Assurance Process that draws on data, ensuring data can be made available to be used accurately across the organisation.
- Manage data quality, build reports and create data insights.

- Ensure data cleanliness by preparing and running appropriate data checks on a regular basis.
- Develop, create, implement and maintain the client databases to ensure accurate data collection and analysis, and relevant reporting
- Oversee Hope's IT: ensuring efficient operations, agreeing purchases/new provision and working closely with our externally contracted IT technical support

Skills and experience

- Strong working knowledge of database software
- Proven ability to interpret and analyse existing datasets
- Strong working knowledge of Microsoft Excel and working knowledge of Microsoft Office
- Excellent organisation and time-management skills, with the ability to work autonomously with full support from you manager and team
- Ability to understand the need to compile and review information and its use to inform strategy and practice
- Ability to communicate data expectations to client facing staff
- At least two years database experience
- A good range of overall IT skills and knowledge

What you get

Certain knowledge that you have contributed to the wellbeing of some of the most disadvantage people across Northampton
Generous holiday allowance of 33 days inclusive of bank holidays
Supported development and training
Pension contribution after 3 months
Input into an ever-changing, evolving homeless charity, where your opinions are valued
Salary: £21000 to £24000 per annum.
Free parking