Performance and Impact – Data and Administrative Assistant – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	
Department/Location	Performance Team
Reporting Line	Performance and Development Officer
Grade / Hrs / Duration	G2 30-37.5 hrs
DBS – Level Required	Enhanced
Location/s	To be agreed with successful candidate. Some office presence required at either Worthing or Southwick office but possibility for hybrid working arrangements. Occasional travel to our sites across West Sussex may also be required as part of this role.

Job Summary

West Sussex Mind is a local mental health charity providing support to people with mental health problems, challenging stigma and raising awareness around mental health in local communities. This role sits within the Performance Team, alongside the Head of Performance and Impact and the Performance and Development Officer.

The role of the Data and Administrative Assistant is to support the Performance and Development Officer, through:
- Assisting with the effective collection, production and reporting of data and information around our activity and outcomes
- Assisting with quality assurance processes which relate to operational services
- Providing administration support for the Performance Team's activities

Scope & Accountabilities

This role has no line management responsibilities.

Key Tasks

1. To accurately input relevant information onto WS Mind's Charitylog customer relationship management (CRM) system and other data recording systems used by the organisation

2. To assist with the extraction of service performance and activity data from WS Mind's CRM system and other data recording systems used by the organisation
3. To assist with data validation and quality control, including checking data for accuracy, identifying errors and helping to ensure that data adheres to established standards
4. To assist with the production of reports, summaries and other data outputs for various stakeholders, using tools such as Microsoft Excel and other data recording and reporting software
5. To assist with basic data analysis tasks, such as identifying trends, patterns or anomalies, under the guidance of the Performance and Development Officer and the Head of Performance and Impact
6. To assist with providing day to day support to WS Mind employees regarding the use of the organisation's data recording systems
7. To assist with administrative processes related to WS Mind's employees' access to and use of data recording systems used by the organisation
8. To assist with the maintenance of service user feedback systems, including online survey tools
9. To assist with the collation of monthly data submissions to the NHS Mental Health Services Data Set (MHSDS)
10. To assist with administering performance and other relevant meetings, including internal meetings, trustee meetings and external partner meetings
11. To assist with monitoring shared Microsoft Outlook mailboxes and responding to enquiries by email
12. To contribute to the smooth running of WS Mind's head office and be an active member of the employee team
13. To adhere to Data Protection legislation, and work in accordance with the WS Mind data protection policy and procedures
14. To be aware of health & safety regulations, particularly related to work environments
15. To adhere to WS Mind policies and procedures

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Experience/Qualifications

- Experience of using customer relationship management systems to extract data reports
- Excellent working knowledge of Microsoft 365, particularly Excel, Word and Outlook
- Experience of providing high quality administration support to teams

Preferred Experience/Qualifications

- Experience of working in a charity or the health and social care sector in a data and administration role
- Experience of using online feedback tools such as Survey Monkey and Microsoft Forms
- Experience of using email marketing tools such as Mailchimp

• Training in producing data reports and basic data analysis

Professional & Technical Knowledge, Skills and Abilities
• Ability to extract datasets from database systems
• Ability to use Microsoft Excel to create and edit spreadsheets and collate data
• Ability to enter data accurately onto databases and other systems, with a high attention to detail
• Ability to apply existing skills and previous learning to new systems
• Ability to support other people to use database systems or other IT tools
• Confident in using the Internet and Microsoft Outlook
• Experience of using Microsoft Word to create and edit documents
• Ability to prioritise workloads and work to deadlines
• Strong written and verbal communication skills
• A good understanding of confidentiality and the principles of data protection
• Ability to work cooperatively in teams and in partnership with others
• Commitment to equality, diversity and inclusion practice and behaviour
• Ability to learn new areas quickly and manage them confidently and effectively
• Commitment to the wider work of WS Mind, its mission and values

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed: Staff member		**Date:**	
Signed: Line Manager		**Date:**	