

Database Officer Job Description

Line Manager: Alana House Manager

Reports: None

Having regard to the nature and context of the work, there is a genuine occupational requirement permitted under the Equality Act 2010 that this post is only available to women.

The Role

PACT currently has 2 community projects, Alana House Women's community project and Bounce Back 4 Kids. Alana House is a women specific support project supporting vulnerable women with complex needs and those at risk of offending to help them make changes in their lives and Bounce Back 4 Kids is a support programme for children and families affected by domestic abuse.

PACT's communities work aims to empower beneficiaries to take control of their lives by identifying the underlying issues related to their problems and facilitating a positive plan of approach to address these issues and work towards improving personal circumstances and outcomes.

The Database Officer will be responsible for maintaining the Lamplight database and any other information systems used to ensure accurate and relevant information is captured effectively, supporting the Communities Team as required. The Database Officer will be responsible for inputting, processing and analysing data in Lamplight and Microsoft Excel to produce accurate regular and ad-hoc reports for both Alana House and BB4K, as well as providing data as required for other PACT departments.

Key Tasks

O	<p>Ensuring that the Lamplight database is fit for purpose and maintained to a high level of accuracy, for example to include:</p> <ul style="list-style-type: none"> ➤ Auditing case data to ensure it is accurate and up to date and prompting others in Communities to take corrective actions if necessary ➤ Training colleagues in the use of the databases ➤ Ensuring that any other information systems are maintained in an accurate and timely way ➤ Inputting, processing, analysing and producing reports ➤ Adapting Lamplight to capture data required for funding / reporting purposes
O	<p>Routinely collating and manipulating quantitative data from service user case management files and other records for the purposes of monitoring outputs and outcomes, ensuring that the data remains accurate, appropriately stored and consistent across the databases</p>
O	<p>Creating, maintaining and closing of client records on the database systems</p>
O	<p>Compiling and providing data for monthly, quarterly and end of year reports, analysing data entry against targets required for internal and external purposes and providing observations to assist others in interpreting data</p>

<input type="checkbox"/>	Run reports and provide data for the Fundraising and Marketing Team, Alana House Manager and Head of Communities, to assist them in their funding applications and funder-specific reports as required
<input type="checkbox"/>	Working with the Alana House Manager, proactively work with the team to coordinate the collection and entry of data or other information needed for reports
<input type="checkbox"/>	Explore and propose possible improvements to ways of presenting data for internal and external purposes as appropriate
<input type="checkbox"/>	Drafting and proofreading narrative reports to comment on data as requested
<input type="checkbox"/>	Support the Communities Team with the databases and work closely with the Head of Communities, Alana House Manager, BB4K Senior Support Worker, Support Workers and volunteers to ensure a coordinated approach to the data systems and processes
<input type="checkbox"/>	Proactively liaise with Lamplight to seek solutions to any issues or needs that may arise
<input type="checkbox"/>	Support with processing the incoming referrals and logging them onto the system, responding to the referrer and following up on information required
<input type="checkbox"/>	Assisting the team to ensure that excellent services are delivered, this includes providing cover for the telephones and the office, personally dealing with straightforward enquiries
<input type="checkbox"/>	Supporting the Alana House Administrator with administrative tasks as required, such as during annual leave
<input type="checkbox"/>	Maintaining customer confidentiality and protecting operations by keeping information confidential and alerting Alana House Manager of any concerns
<input type="checkbox"/>	Managing client data in line with Alana House Privacy Notice and archiving policy; to include storing, archiving and deletion of Alana House referrals, client documents and data (both physical and electronic files) within given time scales
<input type="checkbox"/>	Maintain operations by following Alana House procedures and highlighting changes needed
<input type="checkbox"/>	Promoting good working relationships with referral and partner agencies by ensuring excellent customer service is delivered
<input type="checkbox"/>	Maintain detailed records as required, and operate within PACT's policies, procedures and guidelines

Additional Duties

<input type="checkbox"/>	Undertake any other duties deemed commensurate with this post as directed by the line manager
<input type="checkbox"/>	Take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the role
<input type="checkbox"/>	To safeguard and protect vulnerable adults and children in accordance with PACT's Policies and Procedures at all times

Person specification

Essential Attributes	
<input type="checkbox"/>	Experience in analysing data, interpreting reports and identifying trends
<input type="checkbox"/>	Previous database and/or data capture administration experience in a team setting
<input type="checkbox"/>	Excellent skills in creating and formulating spreadsheets
<input type="checkbox"/>	Thorough knowledge of Microsoft windows including Outlook, Excel and Word, knowledge of the Lamplight database an advantage
<input type="checkbox"/>	Passion to consistently process data accurately and efficiently, paying a high level of attention to detail
<input type="checkbox"/>	To be resourceful and creative in solving problems
<input type="checkbox"/>	Ability to work in a team environment and independently when required
<input type="checkbox"/>	Good communication skills – good written and verbal English essential
<input type="checkbox"/>	Excellent organisational skills, with the ability to prioritise workload in a busy environment whilst ensuring deadlines are met
<input type="checkbox"/>	Excellent customer service skills
<input type="checkbox"/>	Ability to cope with pressure at times and demonstrate empathy with vulnerable people
<input type="checkbox"/>	Enhanced DBS check

Desirable Attributes	
<input type="checkbox"/>	Experience of administration in a social care team
<input type="checkbox"/>	Commitment to continuous personal development
<input type="checkbox"/>	Experience in providing training/support to colleagues