

Job Description and Person Specification

| | |
|-----------------------------|--|
| Job Title | Data Administrator |
| Job Grade | This post is graded at NCC D |
| Reports to | Operational Manager |
| Direct Reports | None |
| Other Resources | None |
| Role Purpose | To provide flexible, innovative and effective data administrative support for the delivery of customer focussed Asset Management planned maintenance programmes. Maintain systems for monitoring and recording Asset Management Data ensuring they are updated in a timely and accurate manner. |
| Key Accountabilities | <ol style="list-style-type: none"> 1. Be proficient in entering alphabetic, numeric or symbolic data from a variety of sources including telephone, paper-based and electronic into bespoke databases, using data entry devices. Compile, sort and verify the accuracy of data before it is entered. Input and interrogate computer data as required by the Asset Management Team. 2. Correct any data issues that arise, and record how these are corrected so improvements to process and procedures can be applied 3. Deliver on and contribute to the council's commitments to customer experience, access to services, equality and diversity plus value for money. 4. Collate and analyse information, producing management statistical and data reports, schedules, correspondence and other documents as required in a timely manner. Maintain filing systems in line with corporate guidelines. 5. Respond to a large volume and variety of data enquiries relating to the Asset Management system from customers (tenants, leaseholders, owner occupiers), colleagues and contractor Partners. 6. Liaise with customers (tenants, leaseholders, owner occupiers), colleagues and contractor Partners in order to resolve any customer experience issues, councillor enquiries and general enquiries where necessary, meeting corporate targets and deadlines. 7. Update systems in line with legislative requirements naming and filing of documentation including certificates |



| | |
|--|--|
| | <p>and warranties. Understand the operational policies, regulations and procedures that impact on the asset management data held on the business systems.</p> <ol style="list-style-type: none">8. To support the Asset Management Team as required to ensure the agreed level of administrative support is provided at all times including supporting Asset Management related meetings.9. Demonstrate ability to resolve problems related to correct data entry procedures.10. Respond to tasks received in the various Outlook group mailboxes managed by the Asset Management team. Use your communication skills to liaise with customers (tenants, leaseholders owner occupiers) in writing and verbally.11. Collate data to produce packs for surveyors. Monitor, maintain and update electronic appointment diaries in a streamlined manner to ensure targets are met speaking with customers to arrange appointments.12. Raise all orders and requisitions for the section in accordance with Financial Regulations. Obtain the requisite number of quotations and monitor performance of suppliers reporting issues to the line manager to ensure best value is achieved.13. Undertake other reasonable duties which are broadly consistent with the job description and level of the post. |
|--|--|

Created.....

Signed and agreed by the post holder..... date.....



PERSON SPECIFICATION – Data Administrator

| Requirements | Essential – E /Desirable - D |
|--|---|
| Experience and knowledge | |
| <ul style="list-style-type: none"> • Good IT skills with experience of Microsoft Office (particularly Excel, Word and Outlook) | E |
| Skills & Abilities | |
| <ul style="list-style-type: none"> • Good verbal, written and numerical skills. • Effective communication and customer focus. • High level of accuracy and tenacity with attention to detail. • Prioritise workload. | E E E E |
| Qualifications | |
| <ul style="list-style-type: none"> • 5 GCSEs grade A-C or equivalent. A candidate not possessing the qualifications listed above but with a substantial and clearly established track record of success in a relevant field may also be considered. | D |
| Behaviours | |
| <ul style="list-style-type: none"> • Great team player. • Demonstrate self motivation, and able to work with minimum of supervision. • Ability to challenge discriminatory attitudes, statements and behaviour • Well organised and a methodical approach to completing tasks with an ability to prioritise. • Analytical skills and ability to identify trends in data • Customer focused on reaching resolutions to issues | E E E E E E |

Author.....

Date.....