Job Description

Title: Data and Systems Coordinator
Reporting to: Funding and Development Manager
Hours of work: Full Time (37.5 hours per week)
Salary: £26,761 - £28,966 pro rata
Contract: Permanent

Overview of Role

- To coordinate all referral routes into RSACC, monitor referral volume, prioritising regularly to ensure high-quality customer service at all times.
- To design and maintain referral processes that are effective and efficient, and that ensure referrals are handled professionally and promptly, in line with RSACC's values, commitments to commissioners and agreed timescales.
- To maintain the integrity of the client record database (DPMS), to design and review all relevant Admin Team procedures to ensure that client data is handled in line with RSACC policy.
- Train staff and volunteers on the correct use of the database and the procedures relevant to their roles, and develop and maintain a suite of DPMS user reference materials.
- To produce reports for the CEO and Managers to assist in funding and/or impact reporting, and to identify any gaps in data collection, propose changes that ensure RSACC meets its reporting obligations to funders and commissioners
- To ensure processes around recording of client monitoring and evaluation information is recorded onto the database in line with the requirements of service managers.
- To receive and handle telephone calls from clients and take referrals as required.
- To coordinate booking of appointments in a timely way in line with the service requirements.

Specific Duties

- To coordinate processes for the receiving and recording of all referrals into RSACC across all services including Counselling, ISVA and Groups, monitoring referral volume and prioritising to ensure efficiency and high-quality customer service at all times.
- Responsible for the integrity of the data held within the DPMS, carrying out regular audits and tests to ensure procedures are followed by staff and volunteers, and working with colleagues positively to address any training needs.

- To produce reports for CEO and Managers to assist in funding and/or impact reporting.
- Identify gaps in data collection and propose changes that ensure RSACC meets its reporting obligations to funders and commissioners.
- Responsible for the storage, organisation and timely disposal of all client data through systems that support the Privacy Officer in meeting GDPR and policy requirements, including DPMS and hard copy paperwork.
- Train staff and volunteers on the correct use of DPMS and all related procedures relevant to their roles, and develop and maintain a suite of DPMS user reference materials.
- Maintain systems of communication in and out of RSACC including telephone, voicemail facilities and general email inboxes so that referrals can be received.
- Create and implement a system for Admin Team to prioritise and carry out tasks in an effective and timely way that meets RSACC commitments.

General:
- Be familiar with all aspects of the work of RSACC.
- Work flexibly as a member of the team and be responsive to changing needs.
- Be willing to undertake relevant training as required.
- Work within the policies and procedures of RSACC and demonstrate a commitment to the values and ethos of the centre.
- Maintain agreed levels of confidentiality.
- Undertake any other duties that fall within the nature of the role and responsibilities of the post holder.

Personal Specification

E = Essential, D = Desirable for applicant to meet relevant standard

CRITERIA	STANDARD	E/D	MEASURED BY
Work Experience:	Experience coordinating a range of complex admin tasks and processes within a recent administrative role	E	Application form/Interview
	Experience of working with survivors of sexual violence in a paid or voluntary role	D	Application form/Interview
	Experience of developing and maintaining relationships with a range of agencies	E	Application form/Interview
	Experience delivering training and/or writing training reference materials	E	Application form/Interview
	Experience of using and/or designing database systems and using data to inform reports and statistics	E	Application form/Interview
	Experience of working in a fast-paced setting, prioritising competing deadlines	E	Interview
Qualification:	Excellent standard of English and Mathematics to at least GCSE level or equivalent	E	Application form
	Safeguarding training	D	Application form
Knowledge:	Understanding of, and sensitivity to, the issues relating to rape, sexual abuse and domestic violence, including their impact on survivors	E	Application form/Interview
	Knowledge of and commitment to equal opportunities and anti-discriminatory practice	E	Application form/Interview
Skills:	Ability to work proactively, pre-empt issues and put in place solutions	E	Application form/Interview
	Excellent standards of customer service and presentation of work	E	Application form/Interview
	Able to prioritise own workload and that of others, and deal with competing demands	E	Application form/Interview
	Ability to coordinate competing demands and dynamics within a group setting	D	Application form/Interview

	Ability to use initiative, working alone, in partnership and as part of a team	E	Application form/Interview
	Excellent verbal and non-verbal communication skills	E	Application form/Interview
	Ability to form and maintain good working relationships with colleagues and partners	E	Application form/Interview
	Understanding the need for professional confidentiality and its boundaries	E	Application form/Interview
	Clear, analytical thinker with a methodical approach to work	E	Application form/Interview
	Proficient at using Information Technology including Windows, Microsoft Office, email and the Internet	E	Application form
Attitude:	Commitment to working within all RSACC policies and procedures	E	Application form/Interview
	Commitment to the feminist paradigm and working in a woman-centred environment	E	Application form/Interview
	Flexible approach to working hours	E	Application form/Interview
	Demonstrate commitment to ongoing personal and professional development and able to acknowledge and state own learning needs	E	Application form/Interview