**NORTH BRISTOL ADVICE CENTRE**

**Job Description and Person Specification**

|  |
| --- |
| **Job title:** Data Quality Officer  **Responsible to:** Chief Executive Officer    **Salary:** £22,000 – pro rata  **Working hours:** Up to 16 hours per week (flexi working).Occasional evening/weekend work may be required.  **Place of work:** 2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA |

**Main Purpose of Job**

You will be responsible for overseeing NBAC’s data management systems. You will collate and analyse all data relating to advice contracts and ensure all monitoring requirements are met and funders reported to in an accurate and timely manner.

You will be expected to ensure NBAC complies with all GDPR, Employment Law and Health and Safety Legislation. You will provide reports to the Chief Executive Officer and Board of Trustees as required.

**Responsibilities**

* Regularly review and analysis of service delivery, identifying trends and level of demand in order to accurately direct resources.
* Provide monthly written reports and detailed bi-annual reviews to the CEO

and Board of Trustees.

* Complete annual health and safety audit and report findings to CEO.
* Ensure all quality checks are monitored and recorded.
* Prepare and oversee the Advice Quality Audit (next required August 2020).
* Prepare and report to funders in a timely and accurate manner on all contracts for service delivery.
* Update Office Manual as required and ensure compliance with GDPR, Health and Safety and Employment Legislation.
* Represent NBAC at external meetings.
* To keep up to date with relevant legislation policies and practices and attend appropriate training courses and conferences where required.
* Carry out any other related tasks as required by the trustees and/or CEO to ensure the effective provision of the service.
* All work to be carried out in accordance with NBAC’s Equality and Diversity Policy.

**Data Quality Officer - Person Specification**

**The post-holder is required to be self-motivated with strong data analysis skills, able to work as part of a team and prioritize their own workload.**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Essential** | **Desirable** |
| **Experience** | * Recent experience of reporting, monitoring and maintaining service delivery against agreed targets and service delivery contracts. | X |  |
| **Knowledge &**  **Understanding** | * Knowledge of Advice Quality Assurance Audit requirements (or ability to learn). * Knowledge of GDPR, Employment Law and Health and Safety requirements. | X | X |
| **Skills & Abilities** | * Ability to plan and manage own work and work of others in a pressured and changing environment. * Excellent record keeping, word processing, database and spreadsheet skills. * Ability to evaluate data, identify trends and collate analysis in written reports. | X  X  X |  |