

System/Data Coordinator

Main Purpose of the Job

To provide system IT and data support (which could include data input, analysis, system modification and reporting) and to contribute towards General Data Protection Regulation (GDPR) best practice.

Main Duties and Responsibilities

System/Data Management

1. Input data on St Martins CRM systems
2. Undertake basic statistical analysis/reporting on data stored
3. Liaise with specialist support to identify changes required to ensure CRM systems are as effective as possible and make changes to systems with specialist support/management approval
4. To enter data as requested on St Martins CRM systems
5. To regularly review Data Protection policies and procedures (including data flows and privacy notes) and advise of amendments/updates which need to be considered to ensure St Martins is GDPR compliant
6. To provide ad hoc data reports are required by CEO/Directors
7. To review and advise when amendments are required to St Martins Data Protection Impact Assessments
8. Ensure all records on St Martins CRM systems are archived as soon as they are no longer required
9. To undertake quality audits and advise manager of any concerns
10. Maintain a central record of data breaches, actions taken as a result of data breaches and data audits
11. Support the HR team with the development and coding of St

	Martins time sheets
Behaviours	<p>12. Ability to take ownership of own work, behaviours and actions</p> <p>13. Proactive and prepared to take considered risks</p> <p>14. Team player; sharing information for the benefit of our organisation and the services we deliver</p> <p>15. A belief in continuous improvement, receptive to change and willing to learn from mistakes</p> <p>16. Positive attitude towards work, colleagues and the organisational vision</p> <p>17. Always willing to listen and give team members the time they need</p>
General	<p>18. At all times to behave in a manner becoming to the post and the professional reputation of the organisation</p> <p>19. Foster among the volunteers and employees of the organisation, by example, training and supervision, the highest standards of service towards the people who use our services</p> <p>20. Preserve the confidentiality of information to which you are privy by virtue of the position.</p> <p>21. Undertake any other duties that are within the scope of the role, which the Chief Executive may reasonably request</p>

Dimensions
<p>Reports To: Head of HR</p> <p>Responsible For:</p> <ul style="list-style-type: none"> • The provision of administrative support (including data input and analysis) • Support to ensure St Martins is GDPR compliant <p>External Customers: People who use our services, commissioners, regulators, suppliers, stakeholders and other organisations</p> <p>Internal Customers: St Martins team members</p>

Location: Norwich

Special Features

The postholder will be required to undergo a standard Disclosure and Barring (DBS) check and to comply with the St Martins Confidentiality Policy/Data Protection Policies.

Person Specification

Essential	Desirable
High level of literacy and attention to detail	Knowledge of NHS Information Governance Toolkit
Experience of using CRM systems (data input/data analysis/data reporting)	Experience of using Salesforce CRM In-Form
Working knowledge of GDPR requirements	
Knowledge of Excel and strong computer skills	
An understanding of basic IT coding processes	
Strong organisational and administrative skills	
Highly conscientious	
Ability to work to deadlines	
Be committed to the St Martins aims and objectives, with recognition of the responsibilities shared by all team members in achieving corporate goals.	
Have a caring and supportive attitude towards	

the people who use our services and team members	
Have a dynamic, energetic, enthusiastic and proactive approach towards work related issues.	