

## JOB DESCRIPTION: DATA SUPPORT ADMINISTRATOR

<b>REPORTS TO:</b>	Director of Finance & Operations
<b>DEPARTMENT:</b>	Finance & Operations
<b>DIRECT REPORTS:</b>	None
<b>HOURS OF WORK:</b>	Full time, 37 hours per week
<b>LOCATION:</b>	Loughborough Office (with some home working)

### KEY RELATIONSHIPS

To maintain excellent relationships with:

- AD clients/service users, contractors, social services, providers, partners and local authorities.
- AD Chief Executive, Director of Finance & Operations, Finance & Operations Manager and Executive Leadership/Management teams.
- All AD staff.
- All other related departments and sections within AD.

### SCOPE

The Data Support Administrator will be responsible for providing data administration support and assisting with analysis while providing a co-ordinated and comprehensive generic administrative support across the function.

This role holder will be involved with a variety of administrative tasks with a key emphasis on data collection, data management and data analysis so a strong technical background and skill set is key.

### RESPONSIBILITIES & DUTIES

- **Data Administration:** Oversee data management within business applications, including input, extraction, and reporting.
- **Documentation:** Maintain detailed documentation of applications, procedures, and configurations.
- **Continuous Improvement:** Stay updated on new technologies and best practices in Microsoft 365 and other business applications to drive efficiencies.
- **Administrative Support:** Provide financial and operational administrative support along with administrative duties relating to the general operation of the Organisation as required.
- **User Training:** Overseeing and working with external provider to develop and deliver training sessions, materials, and documentation to ensure staff can effectively use Microsoft 365 applications and other relevant software.
- **ELT Support:** Supporting members of the ELT with policy or process where there is an emphasis on displaying the information in technical / data driven manner.
- **Policies & Process:** Assist with review and implementation of financial and operational policies and procedures.
- **Asset Register:** Help maintain the Information Asset Registers to ensure GDPR compliance.

### REQUIRED SKILLS

Essential:

- Strong technical background.
- Excellent analytical and numerical skills.
- Proven experience in application support, system administration, or a similar role.
- Strong understanding of application lifecycle management, from setup to training and support.
- Experience with Microsoft 365 applications (e.g., SharePoint, Teams, OneDrive).

- Basic knowledge of business analysis methodologies and data management.
- Excellent communication and interpersonal skills for training and user support.
- Strong troubleshooting and problem-solving abilities.
- Ability to work independently and as part of a team.
- Experience with Sage or other finance-related software.
- Strong attention to detail.

Desirable:

- Proficiency with SQL, databases, and reporting tools.
- Experience in creating Power BI reports for data visualization and insights.
- Experience with data protection and privacy policies (GDPR or similar).

**REQUIRED COMPETENCIES**

Core Competences	Outcomes
<p><b>Self-Awareness and Management</b>  <i>Definition:</i>                      Self-awareness is an understanding of your own emotions and how they impact on your own behaviour and/or the behaviour of others. It is also about understanding your own strengths and limitations.</p>	<ul style="list-style-type: none"> <li>• Understand the need to be strong and positive in the face of adversity but also recognise areas of one’s own weaknesses and when to seek guidance and support.</li> <li>• Seek feedback and consider it carefully.</li> <li>• Look for appropriate opportunities to improve areas of weakness.</li> <li>• Manage emotions so as to minimise negative impact on others.</li> <li>• Consider approach at meetings to suit needs of others, rather than own preferences.</li> <li>• Demonstrate critical reflections of own practice and behaviour by regularly seeking feedback from peers and managers.</li> <li>• Highly self-motivated and able to work under own initiative and direction, as well as under guidance, to achieve stated objectives within the necessary timescales.</li> </ul>
<p><b>Leadership and Management</b>  <i>Definition:</i>                      Leading, encouraging, inspiring and supporting others to develop confidence and capability to help them realise their full potential. Managing resources and holding others accountable.</p>	<ul style="list-style-type: none"> <li>• Communicate and gain stakeholder commitment to AD’s vision in accordance with the corporate strategy.</li> <li>• Provide positive leadership traits and able to inspire and influence stakeholders.</li> <li>• Demonstrate personal integrity whilst dealing with colleagues and stakeholders.</li> <li>• Able to actively listen and influence others.</li> <li>• Continuously seek and/or encourage others to seek opportunities for different and innovative approaches to addressing organisational problems and opportunities.</li> <li>• Ensures Health and Safety guidelines are adhered to, to mitigate risk.</li> </ul>
<p><b>Relationship Building and Team Working</b>  <i>Definition:</i>                      Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.</p>	<ul style="list-style-type: none"> <li>• Demonstrate collaborative team working through integrity and behaviours.</li> <li>• Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment.</li> <li>• Identify relationships that are not strong, meet the individual(s) concerned to establish why and initiate actions to build and enhance the relationship(s).</li> <li>• Challenge others with respect and courtesy.</li> <li>• Create new opportunities for individuals to work together, break down barriers that may get in the way of effective team working. Challenges others to do the same.</li> </ul>

<p><b>Innovation and Flexibility</b></p> <p><i>Definition: The ability to formulate new ideas or to adapt or use existing ideas in a new or unexpected way to solve problems, and to think ahead to spot or create opportunities and maximise them.</i></p>	<ul style="list-style-type: none"> <li>• Is innovative, proactive and solution-minded.</li> <li>• Is prepared to consider changes to own practices.</li> <li>• Responds to new ideas by discussing why they might work instead of telling others why they won't work.</li> <li>• Is willing to investigate options in depth, even when they are the ideas of others.</li> <li>• Works in a flexible and agile manner to meet the needs of members, clubs, coaches, volunteers, officials and colleagues.</li> </ul>
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**ADDITIONAL INFORMATION**

- To assist in the delivery of consistent high-quality services by fully participating with and actively supporting colleagues at Action Deafness.
- To provide cover to frontline team staff members where appropriate.
- To ensure the delivery of a professional approach and service by providing reports, attending supervision, appraisals, internal and external meetings, training and conferences when required.
- To represent Action Deafness in external forums as agreed by your line manager.
- To abide by and promote the visions and values of the organisation through the observation and implementation of all company policies.
- The post holder must maintain the appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- To undertake any other duties as reasonably required to do so.
- This Job Description may be subject to change at the discretion of Action Deafness and in accordance with business developments. Any changes will be communicated to and consulted with the post holder appropriately.