



## Job Description

### Data Processing Administrator

#### BUSINESS SUPPORT & INFRASTRUCTURE

Our mission is to provide robust, responsive, and inclusive business support and infrastructure that empowers our charity to deliver excellence in all we do for unpaid carers.

United by our values – Focus, Inclusion, Respect & Excellence, we build the foundations that enable impactful, sustainable, and compassionate support for unpaid carers across Surrey.

#### KEY INFORMATION

|                              |  |
|------------------------------|--|
| <b>Post:</b>                 | Data Processing Administrator  |
| <b>Pay Banding:</b>          | Band P: £25,634-£26,538 (Pro-rata)   |
| <b>Hours &amp; Location:</b> | 28 hours per week (0.8 FTE)<br>Astolat – with opportunity for hybrid working<br>Within ACS core office hours (8am – 6pm).<br>Flexibility will be required to meet the evolving needs of the organisation (evening & occasional weekend). |
| <b>Responsible to:</b>       | Administration and Data Team Manager   |

#### ROLE OVERVIEW

The Data Processing Administrator will play a key role in ensuring the charity's data is accurate, secure, and effectively managed to support service delivery, reporting, and decision-making.

This role is vital in helping the organisation maintain high standards of data integrity and compliance, ultimately supporting unpaid carers more effectively.

#### KEY RESPONSIBILITIES

- Perform data entry and maintenance, including updating existing records and entering new information into databases.
- Perform routine data quality checks and resolve discrepancies

- Assist in the development and implementation of data management policies and procedures.
- Collaborate with other departments to understand their data needs and provide solutions.
- Generate reports and work alongside the Administration & Data Team Manager to analyse data and support decision-making processes.
- Troubleshoot and resolve data-related issues.
- Maintain confidentiality and security of sensitive data.
- Support the team with general administrative tasks as needed, under direction of the Administration & Data Team Manager.
- Stay up to date with industry trends and best practices in data management.
- Take responsibility and ownership of your area of work including your own training and development to make sure you can deliver excellence.
- Work across the organisation on projects and support organisation-wide events and activities.

## PERSON SPECIFICATION – EXPERIENCE, KNOWLEDGE & SKILLS

### Essential

#### Essential Experience

- Proven experience in data entry and data management within a professional setting.
- Familiarity with data management software, ideally Microsoft Dynamics CRM or similar platforms.

#### Essential Knowledge

- Strong understanding of data protection regulations (e.g., GDPR) and best practices for handling sensitive information.
- Knowledge of data quality assurance processes and techniques.
- Awareness of the role of data in supporting charitable services and impact measurement.

#### Essential Skills

- Excellent attention to detail and a high level of accuracy in data handling.
- Strong analytical and problem-solving abilities.
- Openness and self-motivation to learn and develop new skills, including the ability to adapt to and work confidently with a range of digital systems and tools.
- Proficiency in Microsoft Office Suite, particularly Excel, Word, and PowerPoint.
- Ability to work independently and collaboratively within a team.
- Effective communication and interpersonal skills, with the ability to liaise confidently with colleagues and stakeholders.
- Strong organisational skills, with the ability to manage multiple projects and priorities in a fast-paced environment.
- Ability to touch-type and enter data with good speed and accuracy.

**Desirable**

- Experience working with data visualisation tools such as Tableau or Power BI.