



Home-Start is committed to safer recruitment practice as an important part of safeguarding and protecting children and vulnerable adults

JOB SPECIFICATION

Title:	Data Administrator (Supporting People)
Employer:	Home-Start Cymru
Salary:	£19,171 - £23,005 FTE (pro rata)
Location:	The role will be home based hybrid working with hot desking at the office hub in Pontypridd.
Hours:	18 hours a week
Responsible to:	Locality Manager
Responsible for:	Data entry and system monitoring

Home-Start Cymru

Children need happy, healthy homes in order to thrive. Being a parent of young children is challenging at the best of times. Families face more pressures than ever, with many parents finding the practical and emotional demands overwhelming. That is when Home-Start Cymru can help. A carefully selected volunteer visits regularly to offer emotional and practical support.

Home-Start Cymru works with families with young children through a volunteer-led, home-visiting model of support. We combine the strengths of our network of community-based volunteers across Wales with our professional expertise in the early years. We are there for parents when they need us most, because childhood cannot wait.

Our volunteers are drawn from the communities in which they support, and the work we do not only helps parents and children, but makes a vital difference to strengthening communities.



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JOB DESCRIPTION

Purpose of the Role

The Administrator will be responsible for ensuring the data entry systems for the Supporting People project are accurately recorded and maintained and available within the stipulated timeframes for reporting.

Job Summary:

To ensure:

- The Supporting People project data is accurately collected and updated on to the relevant systems
- The team is supported with general administrative duties
- To work closely with staff to deliver on the identified targets for the project

Key Responsibilities

CRM System

- All data information is maintained and accurately inputted to Charity Log (CRM). Including referrals, initial visits, reviews, end visits, volunteer matches, volunteer hours, staff hours any change in family information

Supporting People Portal

- To update and enter all the data on to the Supporting People portal in advance of the quarterly deadlines

Staff schedules

- To be responsible for collecting and updating all staff hours against families on a weekly basis
- Provide month end data of all staff hours on the project against their contracted hours

Financial inclusion

- To be responsible for weekly checks to ensure the financial inclusion spreadsheets are being completed by the team

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Additional Duties

- To provide a high standard of administrative support to the team
- Manage incoming referrals and pass to the team within 24 hours
- Manage family files for SP project
- Answer emails and telephone calls and route to the relevant staff member
- To adhere to all Home-Start Cymru policies, procedures, guidance, standards
- To meet regularly with the management team, and participate in other relevant internal meetings
- To participate in line-management
- To work flexibly and undertake other reasonable duties as requested by management

In consultation with the post holder, this job description is liable to variation by Home-Start Cymru to reflect actual, contemplated or approved changes in/or to the job.

The job holder may be required to undertake any other duties that fall within the nature of the role and responsibilities of the role as detailed above.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications		
GCSE'S or equivalent	✓	
Experience		
Ability to work as a member of a team;	✓	
Strong administrative skills;	✓	
Ability to inspire trust.	✓	
Aware of and sensitive to equal opportunities issues	✓	
Passion for working in the voluntary sector		✓
Essential Skills and Attributes		
Empathic, calm and non-confrontational	✓	
Energy, enthusiasm, flexibility, commitment, integrity, motivated	✓	
Commitment to work in a non-judgemental and anti-discriminatory way	✓	
Commitment to Home-Start Cymru's vision, mission and purpose	✓	
Commitment to personal and career development	✓	
Car driver with current licence, business use motor insurance, and use of road-worthy vehicle		✓
Skills and Knowledge		
High level of administrative skill	✓	

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Knowledge of Microsoft systems	✓	
Good organisational work practice	✓	
Understanding of databases/CRM systems	✓	
Good oral and written bilingual (Welsh/English) communication skills (essential/desirable depending on location)		✓
Understanding of the management of information technology in the workplace	✓	

ADDITIONAL INFORMATION

Making an Application

You can apply for this role by returning your CV and covering letter to Meirwen Jones Head of Operations at mjones@homestartcymru.org.uk

After carefully reading the above Job Description and Person Specification, your covering letter should explain your motivation for applying and why you believe you are suitable for this role, **giving particular attention to any relevant education and qualifications, experience, skills and knowledge**. You are also welcome to include any additional information you believe may be advantageous to your application.

Where applicable, your CV should outline your:

- personal details (name, address, contact number and/or email)
- education and qualifications
- membership of professional bodies
- current role
- previous roles
- relevant experiences
- name, address and email of two referees: your most recent employer and someone whom can provide a character reference



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If you wish to have an informal conversation regarding this role, please contact Meirwen Jones at mjones@homestartcymru.org.uk

Closing Date

The closing date for applications is **5pm Tuesday 24th May 2022**

Interviews will be held remotely on **Monday 30th May 2022**

Equality and Diversity Policy

Please contact us should you require a copy of our Equality and Diversity Policy by emailing: mjones@homestartcymru.org.uk