

JOB DESCRIPTION

Job Title	Data and Business Support Officer		
Directorate	Housing		
Reporting to			
Grade	13		
Evaluation ref:	TR0124	Job ref:	Family
Role purpose			
<p>The Data and Business Support Officer within the Housing directorate plays a crucial role in ensuring the efficient and effective management of data and administrative support functions. Reporting to the Service Manager Commissioning, this role is pivotal in maintaining data integrity, supporting business operations, and enhancing service delivery. The postholder will be responsible for managing and validating data, preparing reports, and providing comprehensive administrative support to various projects and initiatives within the directorate. This role requires a keen eye for detail, strong organizational skills, and the ability to work collaboratively with different teams to ensure that data-driven decisions are accurate and timely. The officer will also be involved in developing and implementing data management protocols, ensuring compliance with relevant regulations, and contributing to the continuous improvement of business processes. By supporting the Housing directorate, the Officer helps to enhance the overall efficiency and effectiveness of service delivery to the community.</p>			
Accountabilities			
<ul style="list-style-type: none"> • Manage and maintain data integrity across various systems and databases. • Prepare and generate regular and ad-hoc reports for internal and external stakeholders. • Use of data to target housing resources and inform bids. • Prepare data in advance of bids and use to inform the monitoring of delivery. • Provide administrative support for projects and initiatives within the Community Services directorate. • Develop and implement data management protocols and procedures. • Ensure compliance with data protection regulations and organizational policies. • Coordinate with different teams to gather and validate data for decision-making purposes. • Assist in the preparation of documentation and presentations for meetings and reports. • Monitor and troubleshoot data-related issues and provide solutions. • Support the Service Manager Commissioning in various administrative tasks. • Contribute to the continuous improvement of business processes and service delivery. 			
Knowledge / Experience / Skills			
		Essential	Desirable

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Knowledge		
Understanding of data management principles and practices.	x	
Knowledge of data protection regulations and compliance requirements.	x	
Familiarity with database management systems and software.	x	
Awareness of community services and their operational frameworks.		x
Knowledge of project management methodologies.		x
Understanding of business process improvement techniques.		x
Experience		
Proven experience in data management and administrative support roles.	x	
Experience in preparing and generating reports for various stakeholders	x	
Experience in developing and implementing data management protocols.	x	
Experience in coordinating with multiple teams and stakeholders		x
Experience in a community services or public sector environment.		x
Experience in troubleshooting and resolving data-related issues.		x
Qualifications / Registrations / Certifications		
A degree in Business Administration, Data Management, or a related field.		x
Certification in data management or related disciplines.		x
Training in data protection and compliance.	x	
Project management certification.		x
Advanced training in database management systems.		x
Continuous professional development in relevant areas.		x
Skills		
Excellent organisational and time management skills.	x	
Strong analytical and problem-solving abilities.	x	

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Proficiency in using data management software and tools.	x	
Effective communication and interpersonal skills.	x	
Ability to work collaboratively with diverse teams.		x
Ability to handle multiple tasks and prioritise effectively.		x
Strong attention to detail and accuracy.		x
Working Conditions		
The post holder will be expected to work flexibly to suit the demands and requirements of the role which includes occasional evening meets and travel to office bases.		
Dimensions of the role		
Somerset has approximately 252,000 dwellings. Somerset is one of the most rural counties in England and has a rapidly ageing population. Over a quarter will be aged 65 and over by 2029. 22% of the population is registered as disabled. 1 in 7 people have difficulty in undertaking everyday tasks. Increasing numbers have complex needs which takes up 80% of the NHS budget. The role will be expected to work as part of a team and have the ability to work alone, compared to some other roles within the team, there will be the ability to allocate quiet time to tasks. There will be deadlines to meet, some of which will be conflicting. There will be the ability to refer up for advice and support where this occurs. The Officer will be expected to be creative with data, being able to tailor information to the audience and undertake bespoke reports. The post will be required to work with detailed records and interpret data with accuracy. A considerable number of interactions involve contacting more than one partner or agency, and individual to provide an answer or provide a solution, so excellent communication in different formats is essential. So too is problem solving. The ability to work with databases, spreadsheets and Graphical Information Systems is essential.		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position .		
Corporate Accountabilities		

Date: