

**JOB DESCRIPTION**  
**(To be read in conjunction with Person Specification)**

**Quality and Performance**

<b>POST:</b>	<b>Systems and Data Coordinator</b>
<b>SALARY:</b>	NJC 19
<b>ACCOUNTABLE TO:</b>	System Lead
<b>RESPONSIBLE FOR:</b>	N/A

**ORGANISATIONAL EXPECTATIONS:**

Inspire North aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Inspire North at all times.

**OUTLINE OF POST:**

The Systems and Data Coordinator will sit within the Inspire North Quality and Performance team and will provide first level support to services to enable them to resolve and develop an understanding of the internal case management systems.

Working with the Systems Lead to ensure case management systems are robust and able to collect accurate information and user queries are dealt with efficiently.

An important part of the role will be to carry out every day reporting requests such as bid activity and service delivery queries.

Critical to success is high level administration support for our outsourced IT contract including action taking at meetings, ad-hoc IT tasks and supporting organisational IT projects.

**MAIN TASKS:**

1. To become an InspireNet & Datix super user.
2. Provide first line response for all queries for all users of the internal case management systems in the Inspire North group

3. To carry out every day reporting requests such as bid activity and service delivery queries.
4. To set up and close end user accounts
5. To maintain and continually improve the Standard Operation Procedure (SOP) for the internal case management systems
6. Monitor and assure the process for Information and Governance certificate compliance.
7. Assist in the delivery of appropriate training to ensure maximum efficient use of our case management, recording and reporting systems.
8. To support the day to day use of the case management and recording systems.
9. To digest and share any system updates/developments provided by system providers with the Systems lead, and the wider group where necessary.
10. To escalate issues to the System Lead
11. To provide high level administration for the management of our outsourced IT contract and IT Projects
12. To participate in regular supervision.
13. Keep up-to-date with policies, guidelines, procedures and practices.
14. Participate in team meetings and other meetings as required.
15. Represent Inspire North in a knowledgeable and professional manner at all times.
16. Maintain appropriate professional boundaries at all times.
17. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
18. Partake in Inspire North Personal Development Review system.
19. Any other duties commensurate with the grade and level of responsibility of this post.

**Please note** this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North.

## Person Specification

### Systems and Data Coordinator

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stages to decide how suitable each candidate is to take on the role.

Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A,I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A,I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I
Knowledge & Skills	Essential	Desirable	
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A,I
Excellent written communication skills, including accuracy and attention to detail.	✓		A,I
Ability to process and interpret information, including statistics, and to report on them in the appropriate format	✓		A, I, E
Ability to problem solve effectively	✓		A, I
Ability to develop training materials which will motivate and empower staff to use the system effectively	✓		A, I
Proven understanding of IT and software security	✓		A, I

Have access to a car for work purposes and hold a full current UK driving licence		✓	A
Qualification in plain English Second Language e.g. Urdu, Polish, BSL		✓	A
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	
Knowledge and experience of case management systems	✓		A, I
Experience in providing training to staff	✓		A, I
Experience in adapting to changing circumstances and priorities	✓		A, I
Experience in prioritising and managing own workload effectively	✓		A, I
Experience of mental health either as service user, carer, worker or volunteer.		✓	A