



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Data Administrator
<b>GRADE:</b>	Apprentice Level 3
<b>POST NO:</b>	TBC
<b>JOB TIER:</b>	5 (non-management)
<b>DBS CHECK:</b>	Basic
<b>GROUP:</b>	Performance & Insight Team
<b>SERVICE:</b>	Business Intelligence

### REPORTING STRUCTURE

<b>Reports to:</b>	Performance and Insights Team Manager
<b>Direct Reports:</b>	0
<b>Indirect Reports:</b>	0

### ROLE PURPOSE:

The Data Administrator is responsible for supporting the statutory reporting process by ensuring accurate data collection, validation, and submission. This role is crucial in maintaining compliance with statutory requirements and supporting the smooth operation of data reporting functions. The role also provides administrative support, including managing inboxes, responding to FOI (Freedom of Information) requests, and ensuring timely data submissions.

# A. Job Description

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## 1. Resident & Community Contribution

- Ensures data accuracy to support high-quality reporting and decision-making. Helps maintain statutory data submissions that drive service improvements. Supports efforts to improve data integrity across council services.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

## 3. Operational Service Delivery

- Supports the collection, validation, and entry of data required for statutory reports. Assists in preparing and submitting reports within specified deadlines. Works closely with stakeholders to ensure all necessary data is available and accurate. Manages email inboxes to ensure timely responses to data queries and requests. Supports responses to Freedom of Information (FOI) requests and data-related inquiries. Ensures reports are distributed correctly and meet submission deadlines.

## 4. Service Planning & Development

- Supports efforts to improve data reporting processes. Assists in identifying inefficiencies in data collection and submission workflows. Works with senior team members to enhance data accuracy and reporting efficiency.
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

## 5. Financial & Resource Management

- Demonstrates cost-consciousness and identifies cost effective changes to own way of working.

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

## **6. Service Improvement**

- Assists in improving data management processes for statutory and non-statutory reporting. Supports the transition to automated reporting solutions. Contributes to identifying and resolving data quality issues.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

## **7. Contacts**

- Performance & Insights team, Data Enablement Team and Development team. Liaises with internal teams to gather and verify data for statutory returns. Engages with external stakeholders regarding data submissions and compliance.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## **9. Key Performance Indicators**

- Timely and accurate completion of statutory data submissions. Efficient inbox and FOI request management. High-quality data collection and validation to support reporting accuracy.

## B. Person Specification

### Data Administrator

This person specification will be used for recruitment to the **Data Administrator** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
GCSEs (or equivalent), including Mathematics and ICT	<input checked="" type="checkbox"/>	
Relevant qualifications or training in data, administration, or information management		<input checked="" type="checkbox"/>
Strong attention to detail and accuracy in data handling	<input checked="" type="checkbox"/>	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b> (describe)	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Understanding of data entry and validation processes	<input checked="" type="checkbox"/>	
Ability to manage multiple administrative tasks efficiently	<input checked="" type="checkbox"/>	
Ability to meet Basic DBS requirements		<input checked="" type="checkbox"/>
<b>3. EXPERIENCE</b> (describe)	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience in data administration or a similar role		<input checked="" type="checkbox"/>
Familiarity with statutory data reporting requirements		<input checked="" type="checkbox"/>
<b>4. KNOWLEDGE &amp; SKILLS</b> (list)	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Strong knowledge of Microsoft Excel and data entry processes	<input checked="" type="checkbox"/>	
Good organisational and time management skills	<input checked="" type="checkbox"/>	
Ability to work independently and within a team	<input checked="" type="checkbox"/>	
Strong communication skills for liaising with various stakeholders	<input checked="" type="checkbox"/>	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Residents and Community Focus  Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming, helpful & polite. Engages, empathises and takes ownership. Gives clear information about service standards and timescales. Treats all customers and colleagues with dignity and respect.  Aware of Local Government purpose & Nolan principles including integrity, openness and honesty. Adopts a 'One Council' perspective on service delivery.	<input checked="" type="checkbox"/>	
Accountability and Delivery  Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).  Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	<input checked="" type="checkbox"/>	
Inspirational Collaboration	<input checked="" type="checkbox"/>	

<p>Engages with Council's vision and priorities and takes 'One Council' view. Actively listens and contributes to team meetings and decisions.</p> <p>Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Actively participates in learning activities and applies new knowledge and skills in the workplace.</p>		
<p>Drives Change and Improvement</p> <p>Solution focused, challenges existing practices and suggests new ways of doing things. Willing to try new things, accepts responsibility and learns from own mistakes</p> <p>Remains positive and engages with change and service improvement. Remains open-minded to new ideas.</p>	<input checked="" type="checkbox"/>	