

## Living Well Sefton Programme, Intelligence and Data Officer

### JOB DESCRIPTION

Job Title:	Intelligence and data officer
Grade:	£20,138 (full time) 35 hours per week
Location:	Burlington House, Crosby Road North, Waterloo, L20 0LG
Accountable To:	Living Well Sefton Programme Manager

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### Role Function

- To provide administrative support to the Living Well Sefton Team (LWS)

### Training

- To support the Make Every Contact Count Project, Think Differently, Cope Differently and Bereavement Support Projects including making bookings through EventBrite and preparing and compiling course materials, evaluation sheets and certificates
- To monitor the LWS email inbox and action any training queries, including bookings
- To monitor EventBrite for bookings and upload new training dates
- To support and co-ordinate any other relevant training and communicate via the specific networks
- To deliver training around the Living Well Sefton Integrated Wellness System
- To deliver training support related to the Social Prescribing reporting system

### Data management

- To be the key contact for providers for any technical issues with the Integrated Wellness System
- To manage the ongoing development of the Integrated Wellness System ensuring that the system continues to improve in line with the development of the service
- Liaising with partner organisations and the IT developer to ensure changes and developments are implemented appropriately and in a timely fashion
- To manage website referrals, allocating to the most appropriate provider

- To manage system based referrals for wellbeing programmes
- To provide monthly quantitative data to support Board Reports
- To produce quarterly quantitative performance reports to contribute to the monitoring of the service on behalf of commissioners
- To provide quantitative performance data to providers as instructed by the Programme Manager
- Produce quarterly performance dashboards for Primary Care Networks to demonstrate the effectiveness of the Living Well Sefton Social Prescribing Programme
- To produce equity monitoring information for the programme management team and commissioners as required
- Oversight of the data flow of referrals from primary care to all elements of the Living Well Sefton programme
- To lead on Social Media for LWS
- To respond to ad hoc requests for data in a timely fashion

### **General Administrative Support**

- To provide administrative support to the LWS Partner Information exchange, including LWS managers' meetings, including taking and distributing agendas and minutes
- Update LWS calendar with training, meetings etc
- To format large documents
- To provide ad hoc support as and when required for various events, workshops etc
- To field all LWS calls and emails to the LWS inbox
- To monitor the LWS phone as part of staff lone working procedures
- To provide administration support with Grant Programmes

### **Funding**

This post is initially funded until March 2022, subject to contract.

### **General**

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

## **Confidentiality**

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

## **Hours of Work**

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

## **Pension**

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

## **Annual Leave & Public Holidays**

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

## **Travel & Other Expenses**

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

## **Equal Opportunities**

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

Sefton CVS will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

## Navajo Charter Mark (LGBTI)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) friendly employer and provider of services.



In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.

Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

### Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



**What we mean by disability:** The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

**Guaranteed Interview:** The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

**How to apply:** If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

### Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within **7 days** of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

### **Additional Information**

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

## PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

REQUIREMENTS	E/D	HOW TESTED? Application Form/Interview/Reference/Test
<b>KNOWLEDGE AND SKILLS</b>		
<ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to and understanding of confidentiality in relation to the post, including a strong understanding of information governance and GDPR requirements</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Ability to prioritise and organise own work load</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills, able to communicate with people at a range of levels</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Ability to explain complex data trends in a simple, succinct way</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Willing to work flexibly outside normal working hours to meet the needs of the service</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Excellent IT skills, confident in using a range of IT platforms, applications and devices</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Understanding of the principles of behavior change and health inequalities in Sefton</li> </ul>	D	Application/Interview
<b>EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>• Experience of providing cohesive admin support to complex projects</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experience of using databases, developing evaluation materials &amp; reports</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experience of working with large datasets including using excel to interrogate data</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experience of working collaboratively, across organisations to build relationships</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experience of working independently to meet deadlines</li> </ul>	E	Application/Interview

<ul style="list-style-type: none"> <li>• Experience of planning and delivering training to internal and external colleagues</li> </ul>	D	Application/Interview
<b>PERSONAL REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• Self motivated, resilient and a resourceful problem solver</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• High levels of emotional intelligence able to quickly build rapport and positive working relationships</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Strong team play willing to be flexible to meet the needs of the project</li> </ul>	E	Application/Interview