

Job Description

Data Coordinator (part time)

This post is funded until 31 March 2021 in the first instance.

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

Cyrenians gathers data to allow us to measure, evaluate and develop our work. One of the primary tools for gathering this data is our Relationship Management software; eTapestry. eTapestry enables us to effectively build relationships to meet our strategic aims and increase support for the organisation. This database has grown from 300 to 6000 accounts in three years and sustained growth is part of our Relationships Strategy.

We are looking for someone to work as part of the Relationships Team, supporting staff across all services with their data input, keeping our data clean and compliant, delivering regular and reliable reports and providing training across the organisation to ensure we all get the most out of the data we have.

2 Tasks and Responsibilities

The role will specifically involve the following tasks:

- Being the first point of contact for eTapestry users across the organisation.

- Maintain a queries list and run regular reports
- Monthly catch ups with Relationships Team to review these queries and integrate them into planned work
- Delivering desk side and phone support to users
- Keep data clean and compliant
- Develop increasingly effective standard operating procedure for data entry and extraction across the organisation and communicate these through Internal Comms
- Communicate regularly with the Superusers Group, providing updates, tips and quick guides
- Working with the Senior Relationships Manager to evaluate training requests and requirements
- Deliver or contract this training as needed
- Participate in the Measuring and Valuing Group and contribute eTapestry findings.

eTapestry technical support will also be available to post holder through Blackbaud.

3 Person Specification

Knowledge and Experience	
Experience of developing and using databases	Essential
Experience of Using eTapestry	Essential
Strong IT skills including packages like Microsoft Office	Essential
Ability to establish good professional working relationships with a range of staff	Essential
Ability to maintain administrative system	Essential
Ability to work within Cyrenians organisational policy	Essential
Excellent written communication skills	Essential
Experience of undertaking research tasks	Desirable
Values and attributes	
Conscientious, practical, committed and hard working	Essential
A commitment to Cyrenians Values	
Ability to be organized and structured with work	Essential
Committed to learning and developing new knowledge and skills	Essential
Strong understanding of the need for confidentiality when dealing with sensitive information	Essential
Ability to work within GDPR guidelines	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Flexibility and Team working	Essential

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)
<u>Line Manager:</u>	Head of Quality
<u>Liaison with:</u>	All services
<u>Workplace:</u>	Any Cyrenians office
<u>Working Hours:</u>	21 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays (pro rata)
<u>Salary:</u>	SCP 15-19: £19,126 –£20,967 pro rata. This equates to a pro-rata salary of £10,855 for a 21 hour week at SCP15.
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG membership is not required for this post

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5 Application deadline and Interview dates

<u>Closing date:</u>	12 noon on Monday 26 th October 2020
<u>Interview date:</u>	3 rd November 2020 (by video call)
<u>Stage 2 date:</u>	TBC