

Job Description

Job Title: Data Systems Support Officer

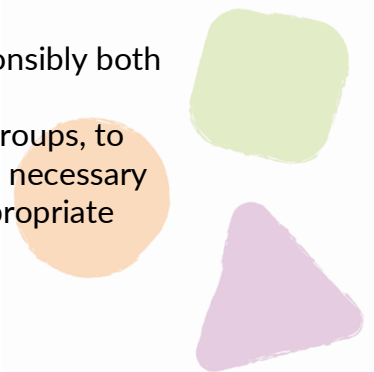
Responsible to: Care Data and Systems Manger

Job Purpose:

The postholder will be responsible for supporting the maintenance, operation, and development of key systems, including the Care Data System and the incident management system (Vantage)


Collaborating closely with other departments, they will assist in collating and sense checking of data, provide expert guidance and training, and optimise the configuration of the systems maintained by Data Services. The role ensures that systems are functioning efficiently, users are supported and trained, and data is accurate, secure, and accessible, in line with organisational goals and compliance requirements.

Main Duties:

- > Provide first and second-line support for data systems and platforms, including support with monitoring system performance and resolving technical issues in coordination with our ICT team and suppliers.
 - > Support data integrity through audits, validation, and routine quality checks.
 - > Manage user access and permissions in accordance with information governance policies.
 - > Assist in system upgrades, patching, and testing in collaboration with the Care Data and Systems Manager.
 - > Produce and maintain documentation, including user guides and standard operating procedures
 - > Support data extraction and reporting using appropriate tools (e.g. Excel, Power BI).
 - > Support planning execution and evaluating projects according to predetermined timescales.
 - > Keep things running smoothly by monitoring and resolving Service Desk tickets
 - > Contribute to the supervision of the Data Services volunteer.
 - > Uphold data protection laws and best practices, handling data responsibly both internally and with third parties.
 - > Join wider organisational meetings including Steering or Working Groups, to provide valuable input and represent the Data Services team where necessary
 - > Take responsibility for ensuring good communication, using the appropriate channels, is always maintained within the organization
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Other Duties:

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- > Champion Acorns mission by raising awareness of its goals, demonstrating professionalism, and fostering positive teamwork.
 - > To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support.
 - > Keep the needs of Acorns children, young people, and their families at the heart of everything you do.
 - > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
 - > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
 - > Stay curious and proactive by researching innovative ideas, monitoring technology trends, and sharing best practices with the team and colleagues
 - > To carry out any other reasonable duty as requested by your line manager.


Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



Person Specification: Data Systems Support Officer

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > GCSE English and Maths level C or above or equivalent. 	
Experience	<ul style="list-style-type: none"> > Experience of Microsoft Excel > Data quality and analysis > Data system administration, including experience of data systems and data management > Experience of working in a multi-disciplinary team 	<ul style="list-style-type: none"> > Training experience > System helpdesk experience > Experience of Microsoft Office Suite > Experience of working in a charity or non-profit organisation
Skills and Ability	<ul style="list-style-type: none"> > High levels of accuracy & attention to detail > Excellent communication and problem solving > Excellent administrative and organizational skills > Ability to work autonomously, prioritise work, multi-task, meet deadlines, work under pressure and to take responsibility for their work > Self-motivated, self-sufficient and able to manage own time. > Awareness of GDPR and data protection > Ability to work as part of a team as well as on own initiative > Flexibility > Willingness to take up learning and development opportunities 	<ul style="list-style-type: none"> > Awareness of safeguarding > Analytical skills
Other	<ul style="list-style-type: none"> > Commitment and understanding of equal opportunities > Willing and able to travel 	<ul style="list-style-type: none"> > Ability to travel independently across the Acorns region.
Behaviours	<ul style="list-style-type: none"> > Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success. 	

Terms and Conditions of Employment

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Job Title:	Data Systems Support Officer
Responsible To:	Care Data and Systems Manager
Location:	Drakes Court 302 Alcester Road Wythall Birmingham B47 6JR
	With some home working
Salary:	£25,000 - £27,500 per annum
Notice:	4 Weeks
Hours:	37.5 hours per week
Holidays:	31 days (229.5 hours) including public holidays, rising to 35 days (259 hours) after 3 years' service (pro rata)
Pension:	Contribution to Group Personal Pension Plan. Organisation will contribute 7.5% to pension.
Life Assurance:	2 x salary life assurance scheme

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.