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| C:\Users\Ouldh\Desktop\harbour-logo-01 re-size smaller.pngROLE PROFILE |
| Role Title | Data Quality & Governance Administrator | **Team** | Central Support Services |
| Purpose of the Role | The post holder will support quality assurance certification such as ISO9001:2015 and Data Security & Protection Toolkit to ensure Harbour meets its requirement around compliancy, legislation and polices that underpins its work.  The post holder will assist with the monitoring of records and compliance for Harbour including the case management system (Halo) The post holder will support GDPR and Data Protection processes that are implemented and assist with the updates to monitoring records. |
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| Reports to | Information Governance Manager | Band | 1b | **Salary** | £18,569 |

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| Principal Accountabilities | * Positively promote quality assurance systems within the Agency to increase awareness and engagement.
* Work with the Governance Team to deliver on the Agency’s governance and quality.
* Support the Governance Team in maintaining ISO9001 certification.
* Assist with audits to support ISO9001 and GDPR processes to ensure compliancy and good record keeping.
* Assist with the proper storage and filing of controlled documents (paper and electronic) with change control parameters.
* Support with regular quality assurance reviews across the Agency; arranging and facilitating meetings, producing minutes.
* Support with the collation of information for Data Security & Protection Toolkit and Data Privacy Impact Assessments
* Work with the Information Asset Owners to maintain and develop information systems.
* Assist with monthly submissions to the National Drug Treatment Monitoring Service.
* Maintain accurate up-to-date records of clients on the Agencies client management system (HALO) in accordance with Agency policy and procedures and with consideration for the maintenance of quality standards.
* Delivering user training and guidance for the Halo system.
* Ensure data integrity by identifying and correcting any data inaccuracies, validating reports prior to submission and maintaining system security.
* Support the maintenance of appropriate user accounts by creating accounts, deactivation accounts and resetting password as required.
* Identify opportunities, and assist where appropriate, for the development of the Agencies client management system (HALO).
* Provide point of contact for queries regarding the Halo system.
* Supporting the generation of performance and quality reports.
* Assist the Operations Managers and Team Leaders in the preparation of performance management data with the collection, analysis, and presentation of information within defined areas of responsibility and as appropriate for the role, as required.
* Arrange and attend meetings as required; produce concise and accurate minutes within agreed deadlines and follow up relevant action points.
* Support with time limited projects as required.
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| Knowledge/Experience/Skills |
| * The post holder should have knowledge of computerised data management systems and be IT literate.
* Experience and working knowledge of Microsoft packages including Word, Excel and Outlook.
* Knowledge should be underpinned by a minimum level 2 qualification in administration or an equivalent discipline.
* Experience of working with management information systems and quality assurance systems would be advantageous.
* The post holder will be expected to use their judgment to problem solve. This will include interpreting information, facts and identifying appropriate actions.
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| 1. **Behavioural Competencies:**

Role Profiles describe the part people play in an organisation through the work that they do. The role profile focuses on the outcomes and behaviour of the individual. The Agency uses a standard set of behavioural competencies; each has either 4 or 5 levels of competence. The Behavioural Competency Dictionary is available to view on the agency’s shared drive. |
| Behavioural Competency | **Level** | **Statement (or example for this post)** |
| Achievement  | 2 | Understands and works towards set goals while measuring progress and seeks to overcome obstacles. Positive and enthusiastic about their role and breaks down obstacles.  |
| Analytical Thinking | 1 | Breaks down issues into component parts, assesses priorities, and reviews data. |
| Client Focused | 1 | Delivers a service while considering the stakeholder perspective, resolves problems, builds positive relations and keeps stakeholders informed. |
| Initiative | 2 | Is proactive in avoiding imminent problems and capitaliseon opportunities while adding value within the remit ofrole responsibilities.  |
| Flexibility | 2 | Ensures successful accomplishment of tasks and deadlines while adapting to situations and needs of internal and external customers. |
| Holding People Accountable | 1 | Accepts accountability for own actions and performance.Takes an active role in ensuring positive team dynamics. When required.  |
| Values and Ethics | 1 | Treats others fairly and with respect, identifies ethical dilemmas and conflicts of interest, seeking appropriate support and guidance. Awareness of confidentiality boundaries and reports potential breaches. |
| Leading and Developing Others  | 1 | Takes a positive role within the team and seeks feedback from others. |
| Professional Confidence  | 2 | Provides an opinion from area of expertise, makesdecisions within own area of responsibility, seeks supportwhen appropriate. |
| Planning and Organising | 1 | Identifies requirements and uses available resources to ensure successful completion of tasks. |
| Self-Awareness | 1 | Recognises and acknowledges own strengths, limitations and preferences. Identifies opportunities for development and seeks appropriate support. |
| Team Working | 1 | Takes a positive role within the team, seeks advice from others, and provides assistance when required. Supports other service areas in absence of colleagues. |
| Working strategically  | 1 | Works to agreed quality standards and Agency objectives. |
| I have read and understood the content of this role profile.SIGNED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **(Post holder)**  **(**  |