

JOB DESCRIPTION

SECTION:	Cornwall & Isles of Scilly Growth Hub (CIOSGH)
JOB TITLE:	Data Assistant
RESPONSIBLE TO:	CIOSGH Data Manager
FUNDED BY:	European Regional Development Fund Cornwall Council/Cornwall Development Company

KEY RELATIONSHIPS:

Internal: Data manager, other members of the Growth Hub team

External: Clients/Customers of Growth Hub
Key partners and stakeholders
Suppliers and contractors

MAIN PURPOSE OF THE JOB:

To support the Data Manager and the rest of the CIOSGH team through the provision of statistical reports and the updating, cleansing and general maintenance of the Customer Relationship Management system (CRM).

KEY TASKS:

Service Delivery

- Checking and amending incoming data
- Back-filling of CRM records from own research
- Checking data integrity and updating records
- Creating and running reports from the CRM
- Prepare and present information in Excel
- Weekly and monthly statistical reporting
- Assisting with client feedback surveys
- Checking of information for grant claims
- Process and maintain Growth Hub team documentation:
 - Maintaining files according to internal audit requirements

- Assist with Internal Audit checking
- Provide additional data and statistical reports as and when required.

KEY RESULT AREAS:

- The provision of high quality data support
- Accurate and timely maintenance of the CRM
- Accurate preparation of reports to deadlines
- Corporate systems and procedures adhered to

PERSONAL & TEAM RESPONSIBILITIES:

- To undertake training as required
- To be responsible for his/her own self-development on a continuous basis
- To carry out at all times his/her responsibilities with due regard to the company's Equal Opportunities Policy and Environmental Policy
- To work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self-motivation and self-confidence will remain essential qualities to fulfil this role.

Date Last Reviewed: May 2018

Approved by Manager:

Agreed with Post Holder:

Date Personnel Informed:

PERSON SPECIFICATION

DIVISION: Business

SECTION: Cornwall & Isles of Scilly Growth Hub

POST TITLE: Data Assistant

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	Experience of working in an office environment	Data management experience	Application form/CV Interview References
<u>Education & Training</u>	At least 5 GCSEs at Grade C or above (including Maths and English or equivalent level qualification)	MS Excel Advanced or ECDL (European Computer Driving Licence) or equivalent	Certification
<u>Special Knowledge & Skills</u>	<p>Knowledge of databases & reporting</p> <p>Accuracy and conscientious approach to tasks</p> <p>Competent in the use of ICT including Microsoft Office/365</p> <p>Ability to prioritise and meet deadlines</p>	<p>Knowledge of Data Protection legislation</p> <p>Previous experience of Customer Relationship Management (CRM) systems</p> <p>Ability to learn new software systems</p>	Application form Interview
<u>Any Additional Factors</u>	<p>Ability to work on own initiative and as member of a team</p> <p>Confident in dealing with a range of people and situations at all levels within the Company</p> <p>Appropriate regard to confidential Company or Service information</p>		Application form Interview