Admin & Data Analyst

Job Description and Personal Specification

Role:	Admin & Data Analyst
Place of work:	Canning Town – 105 Barking Road, E16 4HQ
Hours of work:	38 hours per week
Salary/Grade	Operations - Operational Support
Reports to:	Team Leader
Level of screening:	Enhanced DBS/ Prison Vetting/ Enhanced Level 1 HMPPS Vetting

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

In Justice, we work with people in custody and in the community, providing a range of services including offender management and resettlement, mentoring, veterans in custody, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service user's ideology, helping them desist from crime and reach their true potential.

Where you fit in

This post presents an exciting opportunity to become an Admin & Data Analyst within our Commissioned Rehabilitative Services in the London region. Commissioned by Her Majesty's Prison Service (HMPPS), this role will be focused on supporting adult male ex-offenders within the Dependency & Recovery Service.

This role will involve working in close partnership with delivery partners including HMPPS, the Voluntary Sector and other Criminal Justice organisations.

The Admin & Data Analyst supports the running of the Dependency & Recovery Service through administrative support, performance reporting, and evaluating trends.

The role will be office based, however may require infrequent travel to other sites to access training or supporting other teams when necessary. This would be on an ad-hoc basis.

Main Duties & Accountabilities

Your main responsibilities will be split across Data and Administrative responsibilities:

Administration
- Creating process maps and guidance documents
- Distributing letters and logging this process on a database
- Collating promotional information for our stakeholders
- Maintaining records in accordance with Probation, Prison and Organisational policies and procedures
- Assisting with monitoring and maintaining booking systems such as MS Outlook
- Actively promoting equality and diversity taking into account each Service Users different needs
- Engage with stakeholders appropriately to support the ongoing service
- Continuous support to the wider team in daily administrative tasks

Data
- Respond to data requests from Team Leaders and Senior Operations Manager
- Create reports in a timely manner against deadlines e.g Quarterly figure reporting
- Gather and capture data for regular needs analysis or bidding support for Catch22
- Document appropriate records and information to support contractual requirements
- Assist with analytical research and evaluation to identify trends and help towards
- Ensure that all data and information is managed, stored and destroyed in line with agreed data management policies compliant with the Data Protection Act 1988 and 2003.
- Catch22's continual improvement of services.
- Use relevant information and technology appropriately with proper attention to data security.

Additional Requirements:
- Maintain responsibility for absenteeism and lateness, ensuring this is monitored effectively and compliance does not fall below agreed levels and follows Catch22 policy. To seek support and guidance where unique circumstances occur.
- Ensure the maintaining of high standards of professional performance at all times through adherence to the Catch22 policies and procedural frameworks
- Engage in supervision and appraisal meetings with line management and take opportunities to undertake further personal development activities.

What does good look like for this role?

As an Admin & Data Analyst, you will be responsible for supporting the teams within our contracts, while also conducting reports for the Team Leaders or Senior Operations Managers as required. The reporting should be presented in a manner that is appropriate for the audience.

'Good' in this role will include:
- Confidently completing research, data gathering and analysis and report writing to a high standard
- Meeting deadlines consistently
- Provide administrative support efficiently and confidently in a demanding and changing environment
- Able to be adaptable, working in what can be a challenging environment whilst maintaining a motivational approach
- Working collaboratively with a variety of partnership organisations to report on the delivery of a great service to Service Users
- Attention to detail particularly relating to recording of work and meeting of deadlines
- Excellent communications skills with the ability to adapt messages to the audience receiving them and always retain confidentiality
- To seek to improve own performance, contribution, knowledge, and skills and participate in Governance and compliance activities as required
- To understand and support the contract around GDPR expectations and regulations.

Organisational Relationships

Reports to Team Leader

Your role will require you to liaise closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees and Human Resources. The post holder will also be required to effectively communicate with Service Users, Probation staff, Prison staff, other Dynamic Framework providers, and workers for other statutory and voluntary agencies.

Admin & Data Analyst: Person Specification

COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	Good basic education, including Maths and English GCSE or equivalent. Evidence of continual professional development. Experience working with Microsoft Office - Word and Excel	Interest or qualification in Criminal Justice	Application
KNOWLEDGE/ EXPERIENCE	An understanding of GDPR compliance and how it can be adhered to Understanding and/or experience of Governance tools and contracts, mitigating performance and challenging outcomes Experience of working in a team and/or with partner organisations Experience managing administration tasks to a high standard Knowledge of Catch22's Justice sector and services around rehabilitation	experience using Power BI An understanding of MOJ objectives around rehabilitation Experience of writing analysis and/or using systems such as Excel to present data and outcomes. Interest in Criminal Justice System, for example criminology/ criminal justice/ social care/ mental health Life experience such as overcoming difficulties	Interview/ Application
SKILLS & ABILITIES	proficient in using Microsoft Excel	Experience of writing assessments or reports.	Interview/ Application

	Ability to build and develop good working relationships at all levels. Ability to use digital systems and share information appropriately Ability to understand/follow policies, procedures appropriate to the probation sector Ability to respond appropriately to challenging/unacceptable behaviour Demonstrates a positive approach and commitment to both team and partnership working. Good organisational and prioritising skills. Ability to work under pressure using own initiative. Ability to work with a solution focussed approach. Good verbal and written communication skills, including the ability to produce performance reports etc Ability to work in line with data protection requirements. Willing and able to work flexibly across various community settings	An understanding of contracts and contractual practice in a service delivery environment.	
OTHER	Awareness of and commitment to Equality & Diversity. Willing to travel and work flexibly		Interview

	Willing to undertake training, as required.		