**Community Action Network**

Job Description - Data and Systems Coordinator

**Accountable to:** Board of Trustees

**Reporting to:** Digital Access Project Lead

**Main Contacts**:

CEO, Staff and Trustees

Members of the public, local voluntary and community Sector (VCS) organisations, members and volunteers

**Hours:** 37 hours per week

**Salary: £26,500**

CAN are a local infrastructure charity and hold the esteemed quality assurance award from NAVCA.

Our mission is to serve and champion Dorset’s charities and community groups.

We are a membership led organisation dedicated to building strong, healthy, diverse, and thriving communities by providing leadership and advocacy, partnerships and collaborations, capacity building and volunteering.

**Role Purpose:**

We want to help ensure that professionals and the public can quickly and easily find out what services are available in local communities across Dorset. The Access to Community Support and Services (ACSS) Project, commissioned by NHS Dorset, is focused on creating a shared dataset of local services using the Open Referral UK framework — a data standard that enables a common language for service information.

By maintaining accurate, up-to-date, and regularly assured data, the ACSS Project enables local directories, websites, and apps to provide reliable information about community support and services. This shared approach reduces duplication for organisations maintaining service directories and increases awareness of existing services, ultimately supporting early intervention and crisis prevention.

The **Data and Systems Coordinator** will play a key role in supporting the day-to-day delivery of the ACSS Project. Working closely with the **Digital Access Project Lead** and wider CAN team, they will support the ongoing management and assurance of service data, provide training and troubleshooting for users of the Service Finder tool, and coordinate user engagement activities such as drop-in sessions and working groups. They will also assist with CRM administration and ensure the smooth handling of project communications and documentation.

This role is essential in helping to maintain the quality and usability of the shared dataset, strengthening collaborative relationships across sectors, and improving public access to vital community support services across Dorset.

**Key Responsibilities**

**Data Management and Compliance**

* Process new service data and ensure compliance with Open Referral UK data standards.
* Develop and maintain a consistent approach to data interpretation and entry.
* Manage the accuracy of the shared data set of services via the data transformer.
* Lead on national data assurance processes to ensure data quality and consistency.

**Assurance and Coordination**

* Manage the regular assurance cycle for the shared data set of services in Dorset.
* Reflect on existing service information and user data to identify gaps.
* Provide updates on service data totals, data accuracy, and Service Finder tool usage.
* Undertake and circulate minutes during project-related meetings.
* Monitor the project inbox and respond to enquiries promptly.

**Training and User Support**

* Deliver training for new users of the Service Finder tool, both in-person and online.
* Register and validate new Service Finder user accounts.
* Provide troubleshooting support for Service Finder users.
* Keep training materials updated in line with user interface or functionality changes.
* Coordinate and facilitate a User Working Group for Service Finder.

**Collaboration and Development**

* Collaborate with CAN staff team and sector partners to address data gaps.
* Make recommendations to the Digital Access Project Lead and digital partners for further development.
* Lead on product testing and provide feedback to development partners.
* Build and sustain strong working relationships with CAN members and public sector partners.

**CRM Management**

* First point of contact for ad hoc data issues.
* Conduct weekly record checks, including deduplication.
* Provide ongoing assistance in creation of dashboards and reports.
* Create training content and assist with staff training delivery.

**General**

* Work with the team to gather stories and data that demonstrate the reach and impact of our work, and that of the wider VCS
* Work in a manner that facilitates inclusion in line with the charity’s values.
* Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirement
* Follow all organisational policies and procedures and cooperate to ensure that the organisation meets the requirements of contracts and other funding arrangements.
* Adopt an anti-discriminatory approach in all aspects of the role

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. It is expected therefore that the post holder will undertake any other duties that may be assigned by line management commensurate with the grading of the post.

**Person Specification**

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| --- | --- | --- |
| Specification | Essential/ Desirable | Assessment  |
| Qualification  |  |  |
| GCSE (A-C grade) in English and Maths | Essential | Application |
| A Level or equivalent qualification or able to demonstrate relevant recent experience  | Essential | Application |
| Knowledge, skills and experience  |  |  |
| Experience of providing administrative support to deliver projects  | Essential  | Application Interview  |
| A skilled communicator with the ability to engage, work with and build relationships with a wide range of people, particularly those from diverse communities | Essential  | Application Interview  |
| Experience in using a database, maintaining and uploading information.  | Essential  | Application Interview |
| Skilled at gathering, analysing, and disseminating data  | Essential  | Application Interview |
| Confident in using Microsoft Excel for data input and limited functionality (including searching and filtering) | Essential | ApplicationInterview |
| An understanding of how the local public sector works with the VCS including the Council, NHS, and Public Health | Desirable  | Application Interview  |
| An understanding of the work of an umbrella infrastructure charity.  | Desirable  | ApplicationInterview  |
| Previous experience of using a data transformer or managing data within a CRM. | Desirable | ApplicationInterview |
| Self-motivated, organised and able to work under their own initiative as well as within a team  | Essential  | ApplicationInterview |
| The ability to effectively prioritise between multiple competing work streams/projects | Essential | ApplicationInterview |
| Understanding and competency of the full MS Office suite including Word and PowerPoint.  | Essential  | ApplicationInterview |
| Other |  |  |
| Ability to travel across Dorset | Essential  | Application  |
| Flexible approach to work, including evenings and weekends as required | Essential | Application |