



Job Description

Role: Data and Monitoring Officer

Salary: £27,500 FTE (Pro rata)

Based at: 3 days (22.5 Hours per week) based at MVA offices, The Joiners Shop, The Historic Chatham Dockyard, Main Gate Rd, Chatham, Kent England, ME4 4TZ

Report to: Finance Manager

Role:

To manage MVA's Customer Relationship Management System (CRM), including onboarding new staff, training and monitoring of the system, online and in person. To support staff in the production of reports, producing statistics, graphs, charts, tables etc. Liaising with the CRM Platform providers on the system and reporting back on progress to the Senior Management Team as required. To be responsible for liaising, gathering and researching accurate organisation information and inputting/populating the received data efficiently in the CRM system, in support of MVA's report functions concerning funded contracts. To support with other data systems used within MVA and to support the Joy Programme Manager with the Joy Platform. To be the first port of call within MVA for anything data related.

Responsibilities: *The Data and Monitoring Officer will be responsible for the onboarding, training, and supporting of staff and maintenance of MVA's CRM platform (currently Charity Log) and any other MVA data sets:*

CRM

- To be the first port of call within MVA for all issues relating to Charity Log including onboarding of new staff, training on the system, refresher training and troubleshooting issues staff are experiencing.
- Monitoring the effective use of the CRM system by MVA staff reporting back to team leads on their team's performance and offering support where required.
- To devise and implement new processes onto the CRM system, in conjunction with the MVA team members, to support the collection of all project data
- Liaising with the CRM platform providers, reporting issues in a timely manner and keeping a record of issues raised, monitoring the progress of these

issues. Keeping the Finance Manager updated with any issues or developments

- To use the CRM system in conjunction with Excel to write, run and export reports to support all staff in the delivery of their duties, including producing Charts, graphs, tables etc.
- To train all staff on the CRM system and where appropriate to upskill them in all things data related including running and writing reports on the CRM system, how to create Charts, graphs and tables, including Pivot Tables, within Excel online and in person.

Data

- Contacting organisations to obtain their permission, in line with the Data Protection Act, to add/update their details and ensure MVA CRM/databases/platforms are up to date
- Managing the quality assurance checks on organisations, including checking data on Charity Commission and Companies House websites before being added to the CRM system
- Populating MVA CRM/databases/platforms with completed activities as identified/directed by MVA team members
- Recording 'New Enquiries' (organisations/activities) onto the correct MVA CRM/databases/platforms
- Directing/Signposting 'New Enquiries' to the relevant MVA team members, using the MVA platforms
- Populating MVA database platforms with accurate information regarding new organisations/activities
- Liaising with Medway's Public Health Team (and other stakeholders) to add and ensure quality checks are concluded before organisations/activities are added to an MVA database
- To export specific data as and when required by team members and present in an accessible and appropriate way
- To support with the production of statistics and analysing of data for Infrastructure and other project reporting, including the creation of graphs, charts, and tables including Pivot Tables, utilising a variety of software packages to support with this

- To support with the presentation of data internally and externally using a variety of software packages including Excel, Word, Powerpoint, Canva etc.
- To plan, deliver and oversee the regular scheduled cleansing of data within the CRM system
- To support with the sharing of funding, governance and volunteering data (and that from other projects) to a variety of stakeholders
- To plan, manage, deliver and report back on data drop-in and data surgery sessions online and in person, internally and externally where appropriate

Data Research

- Researching new organisations/activities to add to the MVA database platforms
- Liaising with MVA staff and volunteers regarding the identification of new organisations/activities that can be added to the MVA database platforms

Relationship Liaison

- Liaising with organisations to develop and build positive relationships regarding cross platform data sharing where appropriate on behalf of MVA
- Liaising with and supporting organisations to help with decisions regarding their data and activities recorded on MVA's CRM/databases/platforms
- Liaising with MVA (teams) to ensure all data is gathered in a timely way, to aid and establish effective reporting
- To attend and actively participate in meetings where appropriate on behalf of MVA
- Identify key staff in organisations for accurate contact and data recording

General

- To work within the framework defined by MVA policies and procedures.
- To attend and actively participate in meetings and events that supports the delivery of objectives/responsibilities in the role.
- To attend and actively participate in support and supervision sessions with your line manager at MVA.

- To attend and actively participate in training relevant to the role, identifying development needs in agreement with your line manager.
- To attend and actively participate in MVA Staff meetings.
- To participate in occasional evening and weekend work that advances the aims of MVA.
- To perform additional duties as delegated by your line manager, within the remit of the role.

Person Specification

	Essential	Desirable
Knowledge and experience	Knowledge of and commitment to the Voluntary Community, Social Enterprise, and Faith (VCSEF), Statutory and Business Sectors in Medway	• Working in an advice and guidance/support capacity, ideally within data for VCSEF organisations • Knowledge of charitable governance and funding opportunities
	At least 1 years working within one or more of the above sectors	
	Previous CRM system experience and the ability to train or support others in its use	A track record of training and or supporting others in the use of one or more of the above applications (CRM/databases/platforms)
	A good working knowledge of using dashboards and using graphs, charts, tables (including PIVOT tables) to provide visual representation of data	Experience of training others in the use of graphs, charts, tables (including PIVOT Tables) or the ability to learn how to.
	Good to excellent working knowledge of ICT with the ability to use several software packages, including Word; Excel; PowerPoint; Outlook and databases	Advance Excel knowledge and experience
	Basic data management and statistical reporting experience with the ability and desire to develop skills further	Experience of analysing statistical data and presenting in a professional format to be included in monitoring reports

	Essential	Desirable
	A clear understanding of, and commitment to MVA's Diversity Equality and Inclusion policies and the ability to incorporate these into all aspects of your work	Able to demonstrate how diversity, equality and inclusion (DEI) can be made integral to your work and service delivery
Skills	Well-developed interpersonal skills in person, on the phone and online	
	Ability to work effectively under pressure and to demonstrate a professional approach in all situations	
	Ability to manage and prioritise multiple tasks at one time	Experience of managing multiple tasks at one time
	Exceptional attention to detail	
	Excellent research skills	
	Great networking skills	
	Can communicate technical ideas clearly to non-technical teams	
	Ability to travel efficiently in order to deliver the objectives of the post	
	Ability to learn new skills as they relate to the requirements of the post	A proven track record of personal self-development
	A self-starter who is experienced in working without direct supervision within defined parameters	Experienced in working within remote teams effectively and efficiently
Personal qualities	A flexible approach to work	
	A can-do attitude	
	A great team player	Experience of effectively working in a team in person and remotely/hybrid
	Able to work effectively and efficiently whilst lone working	Experience of effectively working solo