# Job Specification

**Job Title:** Systems and Data Lead

**Salary:** £32,643 pro rata

**Hours of work:** 15 hours per week

**Contract type:** Permanent

**Reports to:** Director of Operations

**Location:** Central Office and Home Working

**About Bath Mind**

Bath Mind was established in 1998 by a group of local people with lived experience of mental ill health who wanted to provide information and activities for people in the community.  Since then we have worked hard to develop what we do in response to local needs.

Many of our current staff have lived experience of facing mental health challenges; we have a greater understanding of the community that we support.

We are in contact with over 3,400 people annually to improve, prevent and maintain mental health and wellbeing.

While we are affiliated to national Mind, we receive no direct funding from them. We are a self – sustaining, independent locally run charity.

**About System Data Lead**

Bath Mind are looking for a highly organised Systems and Data Lead to join our central office team. You will be working within our Bath office in Westgate Street and from home. You will be working closely with all Bath Mind service managers and senior managers.

Bath Mind is looking to recruit a person with good knowledge of Lamplight CRM systems, have excellent I.T experience and reporting skills to oversee this area of development.

**Overall Respionsibilities**

* To provide expertise to implement, improve and maintain internal data systems for demonstrating that all Bath Mind services are meeting the requirements of their contract, through outcomes and outputs. Currently we use Lamplight as our CRM.
* To develop and manage quality assurance processes which drive performance in Bath Mind, to ensure that services meet contractual and regulatory requirements as well as the highest standards of best practice.
* To provide specialist knowledge to senior management, managers, leads and staff with clear guidance to ensure that Bath Mind meets its objectives in relation to Performance and Monitoring.

**Communication Responsibilities**

* To adopt a team approach and be a proactive team member
* To be non-judgemental and empathetic
* To adhere to the policy of confidentiality and sharing of information
* To be non-discriminatory
* To promote positive perceptions of Bath Mind at all times
* To liaise with users of Bath Mind services as required
* To maintain positive working relationships with other employees and volunteers of Bath Mind
* To attend supervision, appraisals and team meetings
* To attend training and relevant courses for professional development

**Specific Responsibilities**

* To ensure that Bath Mind has in place appropriate systems, processes and measurement tools in order to ensure the organisation can effectively monitor and evidence the outcomes and value of its services.
* To work closely with and support managers, staff and external partners across Bath Mind services to ensure that appropriate information is collected, analysed and reported in an appropriate way to an agreed standard internally and externally.
* To oversee the organisation’s database, Lamplight, ensuring it remains fit for purpose
* To ensure that reports are created and available, and where appropriate submitted within agreed timescales to enable the reporting of service outcomes to funders, commissioners and internally as required.
* To provide timely data and evidence to senior staff in order to support service development and improvement, including bidding for new services.
* To lead the development and delivery of training and awareness programmes throughout the organisation in relation to use of the organisation’s database.
* To ensure compliance with Bath Mind’s data retention schedule
* To lead on the design, dissemination and analysis of regular satisfaction surveys (annually) for stakeholders (e.g. staff, volunteers, services users, system partners)
* To support and implement the development and continual improvement of person centred outcome tools
* To oversee the implementation and ongoing development of Bath Minds internal systems with our external I.T organisation.
* To ensure that responsibility is taken to comply with relevant legislation, policies, procedures and funding stream requirements e.g. Health & Safety, safeguarding, and to ensure that targets to meet requirements are met within the work
* To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder

**Benefits**

* 25 day’s holiday per year + Public and Bank Holidays (pro rata)
* Workplace Pension Scheme
* Sick pay
* Employee Assistance Programme
* Eligibility for charity discount via Blue Light Card
* Free membership to the [Soul Spa](https://www.thesoulspa.co.uk/?gclid=EAIaIQobChMIyNyTiIav9wIV0YBQBh2voQAMEAAYASAAEgLjIvD_BwE) in Bath

**Person Specification**

Bath Mind is dedicated to supporting staff to enable them to carry out the role and responsibilities to the best of their ability and we are committed to developing staff with a comprehensive training package.

**Our Inclusive Recruitment Commitment**

Bath Mind is committed to encouraging equality, diversity, and inclusion (EDI) throughout our entire workforce. The aim is for our workforce to represent the diverse society we live in, and that our employees, volunteers, and clients feel respected and heard by Bath Mind.

We have active staff and volunteer networks for staff, volunteers, and EDI allies, and encourage new staff to ask questions and join if they are interested. Bath Mind is growing to fulfil our ongoing commitment in inclusion in the workplace. As an organisation that prioritises the mental health and wellbeing of all, we are determined to create meaningful and lasting equitable change across our charity.

* Experience of using monitoring and evaluation tools
* Experience of working with a wide range of agencies
* Excellent analytical skills
* Performance and contract management skills with the ability to develop, monitor and co-ordinate systems
* Ability to use computer systems and databases
* Ability to work on own initiative
* Excellent communication skills, both verbal and written
* Solution focused approach
* Good time management & organisational skills
* Understanding of the value of Outcomes and Outputs
* Qualification/s relevant to this role
* Evidence of continuing professional development
* Enthusiastic and creative approach
* Commitment to valuing fair access & diversity
* Commitment to service user involvement
* Flexible approach to working
* Committed and supportive approach to the strategic aims of the organisation

**Desirable Criteria**

* Experience of working for a third sector service provider
* An understanding of key regulatory and policy drivers within mental health
* Understanding of person centred planning and support