



Role Profile

Job Title:	Data Officer			
Grade:	4			
Salary:	£27,548.67			
Hours:	35			
Contract Type:	One Year Fixed Term Contract			
Location:	Kent			
Responsible to:	Impact & Development Manager			
Responsible for:	No Designated Reports			
Committed	Curiosity	Connected	Collaborative	Compassionate

Background:

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group work and all support colleagues are expected to be capable of integrated working in the wider social system. Colleagues are expected to work flexibly as needed by service demands, this includes evenings and weekends. Where necessary colleagues are also expected to participate in the out-of-hours service, providing an on-call system for the refuge service users (for which enhancements are paid)

Purpose of the role:

The purpose of this role is to collect, analyse, and interpret data to enhance our services and demonstrate impact. The Data Officer will support reporting mechanisms for new and existing projects, manage online feedback and report findings. Additionally, the role involves conducting internet safety sessions for service users and collaborating on cybersecurity audits and implementing measures. The Data Officer will also maintain centralised recording systems and develop tools for data monitoring, tracking, and ensuring that data is accurately recorded, easily accessible, and effectively used for decision-making and reporting.

Data Officer – Kent – Hybrid**Key Responsibilities:**

- Supporting Impact & Development manager to develop reporting mechanisms for new/existing projects
- Undertaking feedback with Colleagues, managing online feedback mechanisms and reporting on the feedback received
- Providing other support to the Impact Team
- Support, create, and maintain a landing page for all Oasis users with dedicated pages for each service, and centralised recording of all incidents across the organisation
- Intermediate Excel skills
- An excellent ability to understand a Customer Records Management (CRM) and to interact with its reporting function
- An excellent ability to analyse information and flag up relevant exceptions and learning.
- Pro-social communication skills
- Good IT skills and knowledge
- Well organised and capable of handling multiple projects
- A sound understanding of the need for confidentiality when handling client information
- A can-do attitude to supporting busy frontline practitioners
- Able to use own initiative in determining what needs to be done.
- Able to prioritise effectively.
- Collect and analyse data from various sources to support service delivery and strategic planning.
- Develop and maintain databases and data collection systems.
- Interpret complex data, analysing the results using statistical techniques, and providing ongoing reports.
- Identify, analyse, and interpret trends or patterns in complex data sets.
- Work with management to prioritise business and information needs.
- Prepare reports for stakeholders, highlighting key findings and recommendations.
- Ensure data integrity and security.

Review arrangements

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification from time to time and consult with the postholder at the appropriate time.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Person Specification	Essential	Desirable	
1. Knowledge			
Knowledge the domestic abuse sector, associated legislation and commissioning frameworks.		Y	
Degree level education or equivalent	Y		
Bachelor's degree in Data Science, Statistics, Computer Science, or a related field or demonstrable and extensive experience in lieu of qualifications.	Y		
Knowledge of databases relating to client management	Y		
Practical understanding of handling data	Y		
2. Skills			
A self-starter able to manage own workload with minimal supervision	Y		
Excellent prioritizing, planning and organisational skills	Y		
Able to work within and across teams in a pro-social manner	Y		
Strong analytical mind, able to pragmatically plan, deliver implementation and problem solve	Y		
Excellent IT skills with a proactive attitude to learning new processes and problem solving		Y	
A personal and demonstrable commitment to the principles of honesty, conscientious behaviour and adaptability	Y		
Empathetic in understanding others, with a commitment to own and others development and a respect for issues of diversity	Y		
Excellent communication and interpersonal skills, able to communicate effectively both orally and written	Y		
3. Experience			
Experience of working in a Third Sector organisation		Y	
Experience of using client databases	Y		
Experience of developing communication methods for internal and external purposes	Y		
Experience of preparing qualitative and quantitative data for analysis	Y		
Experience of analysing qualitative and quantitative data	Y		
4. Other			
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y		
Evidence of qualifications listed on the application form	Y		
Full driving licence and access to own vehicle	Y		

