

Job Title: Data & Systems Officer

Reports To: Data & Systems Lead

Grade I

Hours: The role is primarily worked Monday to Friday, 9am–5pm, with occasional requirements to work outside these hours

Service Areas: Organisation-wide

Location / Working Pattern:

Hybrid role with a minimum of two days per week (or as operationally required) based at Riverside House and/or service locations. Some travel will be required to provide face-to-face IT and systems support within services.

Primary Focus

The Data & Systems Officer provides essential operational capacity within the Data & Systems Team. The role supports the effective day-to-day running of organisational data and digital systems, ensuring accuracy, consistency and continuity across Datos, SharePoint and related platforms. A key element of the role is supporting the build, development and ongoing management of the organisational SharePoint and supporting teams to develop and maintain their SharePoint areas in line with governance standards.

Scope & Accountability

Working under the direction of the Data & Systems Lead, the Data & Systems Officer holds delegated responsibility for operational system administration, issue triage, SharePoint management and user support. The role provides critical cover to ensure business continuity during periods of absence and contributes to standardisation, testing, training and quality assurance of data and document management processes.

Key Responsibilities

The postholder will be responsible for the day-to-day configuration and administration of Datos, including managing workflows, permissions and user access. They will monitor system workflows, triage issues, and resolve or escalate faults appropriately, while also supporting testing and release management for system changes and updates. The role includes providing first-line user support and co-delivering training on data and systems use. A key element of the role is supporting the build, development and ongoing management of the organisational SharePoint, as well as helping teams to develop, structure and maintain their SharePoint sites in line with agreed

governance standards. The postholder will maintain SharePoint permissions, structures, documentation and content accuracy, ensure data quality through routine checks, error identification and corrective action, and support routine reporting by contributing to standardised templates and methodologies. They will also be responsible for maintaining accurate documentation, system records and audit evidence in line with organisational and governance requirements.

Governance, Compliance & Risk

The postholder will support GDPR compliance and information governance across all data systems and SharePoint, ensuring that data and documents are accurate, complete, and stored in line with agreed retention and access standards. They will actively monitor data quality and compliance, and will escalate any data quality, security, or information governance risks to the Data & Systems Lead in a timely and appropriate manner.

Collaboration & Team Working

The postholder will work closely with services to support the effective and consistent use of data systems and SharePoint, ensuring staff are confident and supported in their day-to-day use. They will liaise with the Data & Systems Lead and, where required, external developers to resolve issues, implement improvements and support system changes. The role will also contribute to the continuous improvement of digital processes, staff experience and overall data maturity across the organisation.

Other: -

- To foster the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30.
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré, Local Children's Safeguarding Board and Adult Care Guidelines.
- To adhere to the list of general duties contained within the staff handbook.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis at the annual discussion of the Charity's Appraisal Programme.

Name.....

Signed

Date.....

Person Specification – Data & Systems Officer

A = Application I = Interview

Category	Criteria	E / D	Assessment
Knowledge	Understanding of data systems, databases or information management environments.	E	A / I
Knowledge	Awareness of GDPR, information governance and data protection principles.	E	I
Experience	Experience supporting or administering data systems or digital platforms.	E	A / I
Experience	Experience supporting the build or maintenance of SharePoint or similar document management systems.	E	A / I
Experience	Experience providing user support, troubleshooting or issue triage.	E	A / I
Skills	Strong attention to detail and commitment to data and document accuracy.	E	I
Skills	Ability to support non-technical users and explain systems clearly.	E	I
Skills	Ability to organise workload, manage multiple tasks and meet deadlines.	E	I
Values	Commitment to organisational values, professionalism and collaborative working.	E	I
Values	Demonstrates reliability, accountability and willingness to learn.	E	I