Fife Voluntary Action

Database Support Officer

Job Description and Person Specification

Post Title:	Database Support Officer
Salary:	£25,000 per annum, with 8% pension contribution (7% employer, 1% employee) and a wide range of benefits
Duration:	This is a permanent position
Working hours:	35 hours per week
Location:	Kirkcaldy and home based
Reporting to:	Database Manager

Main Purpose of Post

To ensure high quality, accurate data is entered and maintained in an innovative multi-agency database of community services across all of Fife. To work as part of a small team to identify data on services, maintain the data, support partners to make use of the data and conduct some basic data analysis and reports on the data within the database.

Main Duties

1. To maintain high quality data standards in the services database;
2. To collect, enter and maintain data on community services into the database;
3. To contribute to improvements to the database, associated websites, data collection forms and processes and so on;
4. To encourage and support service providers to maintain their own data in the database;
5. To encourage and support partners and key stakeholders to access and make use of the database;
6. To run reports and analysis on data trends and usage, in order to identify gaps and areas for improvement;
7. To produce datasets to meet the requirements of internal and external clients;
8. To contribute to updating the organisation's website, e-bulletins, newsletters and other publications to promote best practice;
9. To comply with data protection and confidentiality requirements at all times.

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time. The organisation also reserves the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation's business. There is a requirement to work evenings and weekends as necessary in order to ensure appropriate fulfilment of duties.

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Registered Office: Caledonia House, Pentland Park, Saltire Centre, Glenrothes, KY6 2AL

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Person Specification

Essential requirements:
- Extremely accurate and diligent in processing data;
- Significant experience of using databases or database-backed IT systems;
- Excellent standard of computer competence (Word, Excel, Powerpoint, Teams, video conferencing, internet and e-mail);
- Willingness to learn, work as part of a team and to help others;
- Good people skills and the ability to deal with a wide range of people in a courteous manner;
- Organised and efficient;
- A personal commitment to equal opportunities and organisation excellence – displays honesty, integrity and a strong sense of ethics in all actions and decisions.

Desirable requirements:
- Technical database experience, including understanding of T-SQL and writing SQL reports;
- Website development experience;
- Statistical or mathematical skills or qualifications for the purposes of analysis data;
- Good knowledge of the geography of Fife;
- Understanding of the third sector.

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