

## **Job Description**

<b>JOB TITLE:</b>	<b>Data Officer (Apprentice)</b>
<b>LOCATION:</b>	<b>Newlon House, London N17</b>
<b>SALARY:</b>	<b>Starting salary £19,845 plus up to 5% performance related bonus</b>
<b>REPORTING TO:</b>	<b>Head of Repairs and Data Delivery</b>

### **A MAIN OBJECTIVES**

The Data Officer will be responsible for carrying out a range of duties to support an effective Repairs, service to all Newlon residents.

The Data Officer will be responsible for extracting data from Dynamics, CX and other Property Service IT systems, relating to statutory regulation and compliance, and ensuring that all component replacements and costs are recorded and reconciled within The Trusts Asset Management Database.

The Data Officer will report to Head of Repairs and Data Delivery and ensure that all component replacements including planned works completion packs are reconciled weekly.

The Data Officer will also be responsible for ensuring that all Knowledge Based Articles's (KBA'S) / property attributes and customer satisfactions are recorded in a timely manner.

The post holder will also be responsible for booking and writing appointment letters relating to works being carried out to all resident homes, to deal with payment of invoices, responding to customer enquiries that relate to these areas of work.

1.	To assist the Property Services Team in maintaining a full suite of property key performance indicators (KPIs). To correlate and produce regular Property management information reports.	<ul style="list-style-type: none"> <li>• To become an expert user of all Property information systems but specifically Newlon's Stock Condition and Compliance Database.</li> <li>• To run reports and ensure that Data is analysed and accurately reported to Newlon's management team.</li> <li>• Ensure that the relevant people involved are kept informed by a full range of communication channels – including writing letters / emails and updating dynamics cases.</li> </ul>
2.	To assist the Head of Repairs and Data Delivery with data entry and maintenance on a variety of databases used by the Property Services department	<ul style="list-style-type: none"> <li>• Ensure all property records are maintained and updated promptly including:-</li> <li>• All data in the Integrator database is maintained and updated with all planned works, EPC data, certificates and documents.</li> <li>• Accurate Register of all certificates / guarantees and warranties</li> <li>• Ensure that an accurate register of all other compliance data is kept up to date</li> <li>• Ensure information from the Integrator system, compliance systems which lead to programs of works is updated in Dynamics</li> <li>• Ensure surveys are loaded into Notus for all surveying and Inspections by Newlon staff and third parties in a timely fashion.</li> <li>• To update Dynamics work cases and close these down on completion of works.</li> </ul>
3.	Produce weekly works reports from Dynamics	<ul style="list-style-type: none"> <li>• To run weekly works reports within Dynamics and ensure that any component replacements are reconciled within integrator to ensure that data between systems is correct.</li> <li>• Any anomalies will need to be highlighted to the Head of Repairs and Data Delivery so that pending works programmes can be amended and future planned works costs can be recalculated and reflected within the corporate business plan.</li> </ul>

4.	To monitor, track and update complaints relating to repairs.	<ul style="list-style-type: none"> <li>• To run weekly reports on all open complaints and activities and escalate these to surveyors and managers for action.</li> </ul>
5.	To assist the Head of Repairs and Data Delivery with running works reports and KPI's for all works streams within dynamics	<ul style="list-style-type: none"> <li>• Weekly reports to be run on works in progress and highlight data trends in trades.</li> <li>• To run weekly reports on complaint cases and ensure that progress on works status are recorded within the system and escalated to the repairs manager when surveyors are failing to update these in a timely manner.</li> </ul>
6.	To contribute to the effective running and development of the repairs, asset management and building service teams. Where necessary to cover the work within any of the teams shown above	<ul style="list-style-type: none"> <li>• Policies and procedures are up to date, communicated and monitored</li> <li>• Policies and procedures reviewed in line with changing legislation, best practice and corporate objectives</li> <li>• Accurate research carried out using appropriate channels and methods</li> <li>• Relevant people involved and kept informed by a full range of communication channels</li> </ul>
No job description can cover every issue which may arise within the post and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		