

JOB TITLE: Data Administrator

LOCATION: Head Office

REPORTING TO: Data Manager

DIRECT REPORTS: N/A

JOB PURPOSE:

To support the data team in the administration of the current database, and all general data admin duties associated. This is a developmental role and will allow the successful candidate to grow within the department and company.

PRINCIPAL ACCOUNTABILITIES

- Ensure that all data is clean, accurate and concise.
- Ad hoc assignment as dictated by the business requirement
- Load and cleanse new ledger books.
- Prepare communications (letters, emails, texts) and send to 3rd party
- Sustaining the security and integrity of data
- Monitoring database efficiency
- Compile all daily, weekly and monthly reports for both the data and other departments.
- Ensure that all reports are structurally correct, the data is accurate and it meets the requirements of the applicant.
- Maintain working relationships with all 3rd party suppliers.
- Identify possible areas of reporting for improvement and submit to line manager.
- Plan and manage individual work schedule.
- Support senior members of the team in their role.
- Fulfil all reasonable requests by the Senior Management team
- Build and maintain strong working relationships across departments within the company
- Represent the interests of the company in a professional and competent manner
- Deliver high levels of customer service including effective dispute / complaint resolution and verbal / written communications
- To take responsibility for risk and compliance within the remit of your role.

This list is not exhaustive and you may be requested, from time to time, to undertake other reasonable duties requested by a Senior Manager or Director, which may sit outside of this Job Description.

KEY PERFORMANCE INDICATORS

- Accuracy of data import
 - Quality of work undertaken
 - Speed and efficiency of work, including response to requests
 - Accuracy of written and verbal reporting to Line Manager
 - Sickness, absence and lateness
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Debt Purchase
& Recovery Specialists

Qualifications, Experience and Skills Criteria

CRITERIA	ESSENTIAL	DESIRABLE
General Education	<ul style="list-style-type: none"> • Good standard of academic skills in GCSE in math/economics/statistics or other technical subjects 	
Previous Work Experience		<ul style="list-style-type: none"> • Previous experience with in a collections environment
Specific Knowledge		<ul style="list-style-type: none"> • Understanding of collection/ Debt industry
Professional/Academic/Vocational Qualifications	<ul style="list-style-type: none"> • Data management qualification 	<ul style="list-style-type: none"> • SME/OM experience
<ul style="list-style-type: none"> • Specific Skills 	<ul style="list-style-type: none"> • Intermediate user in Excel • Clear and effective communication skills (written and verbal) • Ability to prioritise workload • Attention to detail • Creative approach to problem solving • Ability to work well and efficiently under pressure • Strong report writing skills • Works within the ISO Quality framework & in line with company policies • Works at all times within CSA, FCA, ICO & all other Regulatory Rules & Guidelines 	
Demonstrated Behaviours	<ul style="list-style-type: none"> • Inquisitive approach to data analysis • Looks beyond boundaries of own job to support others • Shares knowledge and ideas • Enthusiasm and willingness to learn and develop • Ability to motivate self and others • Ability to respect confidentiality of information • Ability to work well under pressure 	

I can confirm I have read and understand the Job Description.

NAME:.....

DATE:.....

SIGNATURE:.....

Please sign and return one copy to the HR department for filing.