  
**Role Profile**

**The purpose of this document is to give a high-level description of the role, to enable you to have a reasonable understanding of what are the main responsibilities and objectives. In addition, the person specification indicates the skills and experience that you will need to be successful in this role.**

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| **Job Title:** | **Data Collection Administrator** | | |
| **Directorate:** | Customer | **Department:** | Customer Experience |
| **Reports to:** | Customer Director | | |
| **Line management responsibility:** | N/A | | |
| **Budgetary responsibility:** | N/A | | |
| **Prepared by:** | Customer Director | | |
| **Date:** | May 2025 | | |

**Overall team / department purpose:**

The Customer Directorate is committed to delivering high-quality front-line housing services. We take a proactive approach, always putting customers at the centre of our work. By collaborating with our customers and community partners as well as continuously seeking improvements in how we work, we aim to be recognised by our customers as a trusted and reliable landlord.

**Overall role purpose:**

The Data Collection Administrator will lead on the collection of our customer data. This will involve contacting our customers by telephone, email and letter to ensure that the information we hold about the customer and their household is accurate.

**Key working relationships:**

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| **Who?** | **How?** |
| Internally | |
| Line manager | Keep fully informed and escalate as appropriate.  Obtain support and guidance as required. |
| Other teams across Brighter Places | Work with other colleagues to help gather information from customers who are not responding to the initial contacts. |
| Externally | |
| Our customers | Engage with customers to check the accuracy of our data with them. |

**Key role responsibilities**:

* Use a variety of methods to capture resident information to cleanse data records
* Input data into the Brighter Places housing management system to give us better insight about our residents
* Track and manage data collection across our customers which includes following up where we have been unable to contact a customer.

**Responsibilities for us all:**

* Work with all our colleagues, customers and stakeholders in a collaborative and supportive way that reflects our Values
* Demonstrate a commitment to value for money and high-quality customer service in all that we do
* Be an ambassador for the organisation, representing Brighter Places in a positive manner and creating a positive impression with all internal colleagues and all external customers and stakeholders
* Contribute to Brighter Places being a diverse and inclusive organisation.
* Act at all times within laid down guidance and requirements in our Rules, Policies, Procedures, Standing Orders and Financial Regulations, the Code of Conduct and Colleague Handbook.
* Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role and in your team.
* Be flexible to change within the organisation when necessary and provide assistance, if required. Undertaking any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

**No role profile can be entirely comprehensive, and the post holder will be expected to carry out such activities that are required and are broadly consistent with the above role profile. Role profiles are subject to continuous review and will be updated on an ongoing basis subject to management discretion. Significant changes to the role will be discussed with job holders.**

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| **Values and Behaviours** | |
| **We are Human** | We listen to people’s stories so they never feel like a cog in the machine. We keep our minds open and always take time to empathise and understand the needs of our communities, anyone who works with us and anyone who asks us for help. We treat people with respect and honesty. We collaborate with other organisations to achieve our goals and we trust each other. |
| **We Bring It** | We think big. We work hard to achieve our goals and we’re always ready for the next challenge. We bring everything we’ve got to everything we do – so we can build the best communities possible. |
| **We Speak Truth** | We trust each other and we’re honest. Our working community is blame-free and supportive. This means we can make mistakes, own them, and learn from them without fear. We are open with the people we serve and we keep the conversation going. |
| **We belong** | We believe in diversity, equality, dignity and the freedom to be. Whoever you are, wherever you’re from and whatever your life story, you have a place in our communities. You are valued and you belong. |

**Person Specification**

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|  | **Essential Requirements** | **Desirable Requirements** |
| **Education & qualifications** | Educated to GCSE level standard or equivalent work experience. | Any administration related qualification. |
| **Experience, knowledge & understanding** | Knowledge and experience of working in a customer focused environment  Confident in speaking with customers  Proficient in providing administrative services to a high standard | Experience of working within the social housing sector or similar  Experience of processing data in written and numerical format |
| **Skills & abilities** | Confident in learning and using IT systems  Excellent IT skills and ability to use the main Microsoft Office packages.  Able to work on your own initiative  Ability to prioritise work and work to tight deadlines |  |
| **Personal characteristics** | Adaptable  Can do attitude  Keen eye for detail  Resilient |  |
| **Other requirements** | None |  |