

# Data Operations Officer

Job Information	
Job Title	Data Operations Officer
Location	Gateshead, Tyne and Wear
Contract Type	Permanent Full Time

Position in Organisation	
Department & Team	Operations
Reports to	Head of Operations
Works in conjunction with	Colleagues across the business

Overall purpose of the job
<p>To provide effective data administration support helping to ensure accurate, efficient, secure and stable processing and organisation of customer data. The Data Operations Officer is also assisting the Partner Membership and Customer Support Teams in providing the best possible customer service experience to Sing Up Members, not exclusively, but with a particular focus on supporting Sing Up Partner Membership administration. This may also include providing support with sales, marketing, content, and operations tasks.</p>

Main Duties and responsibilities
<p><b>Data administration and reporting</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Head of Operations to ensure data integrity and healthy data flow between systems. This might include regular data cleaning and the review and maintenance of big data sets.</li> <li>• Produce and distribute regular company reports and analytics, e.g. sales and order reports, content usage reports, membership reports, etc.</li> <li>• Look out for useful and innovative data insights and help the Head of Operations to constantly improve data flow, data presentation, and reporting throughout the business.</li> <li>• Keep abreast of current legislation and practices surrounding customer data (e.g. GDPR) , data quality, and data security, and assist the Head of Operations in the implementation of best practices throughout the business.</li> <li>• Ensure all critical data is regularly and appropriately backed up.</li> </ul> <p><b>Partner Membership support</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Partnership Manager to assist in Partner Membership administration. This might include regular updating of Membership data, assistance with providing Membership benefits, data cleaning, reporting, and the review and maintenance of big data sets.</li> <li>• Assist colleagues with tasks related to sales to and via Partner Members. This may include placing of weekly orders, supporting Members with queries, assisting the Partnership Manager in communications administration.</li> </ul>

### **Customer service support**

- Assist the Customer Support Team with Member queries. This may include general package enquiries, billing & payment queries, IT troubleshooting and general guidance on how to use the Membership and resources.
- Maintain a working knowledge of Sing Up resources and website functionality in order to provide efficient support and guidance to Sing Up Members.
- Provide second line support in staff absence or busy periods.

### **Other reasonable duties as requested**

- Working closely with the Head of Operations to support development, testing and implementation of new projects and functionality across all our systems.
- Sing Up has a small team and sharing work flexibly across the team is part of the way we work.
- You will not be asked to undertake work that you do not have experience in without appropriate support or training.

### **Person Specification**

#### **Essential knowledge, experience and skills**

- Understanding of customer database systems
- Experience of working with data sets of varying size
- Good working knowledge of Microsoft Office (especially Excel)
- Good digital/web skills including being familiar with multiple web browsers and a basic understanding of cookies, caching etc.
- Natural aptitude for problem solving and attention to detail
- Creative thinker
- Experience of handling public facing/customer enquiries
- Excellent telephone and customer service manner
- Excellent oral and written communication skills
- Able to work flexibly on own initiative and as a team player
- Pleasant, helpful and proactive attitude to work

#### **Desirable knowledge, experience and skills**

- Knowledge or demonstrable interest in the arts/music/education sectors
- Experience of working with data insights, and statistics
- Experience of creating regular business reports
- Advanced Microsoft Excel skills

We don't necessarily expect applicants to come with all these skills, knowledge and experience, but the willingness and aptitude to develop them is essential.

The salary for this post is £20,000 - £22,000 per annum. Hours of work are full time, at 37.5 hours per week in Sing Up's office located in Gateshead, Tyne and Wear.

The holiday entitlement for this post is 25 days plus bank holidays. In addition, the Sing Up office is normally closed between Christmas and New Year, so, at the discretion of the CEO you will receive an additional number of days off during this period, which will not be taken from your leave allocation.

Please note that the successful applicant for this post may require a Disclosure Check – Enhanced Level with the Criminal Records Bureau. This is due to the fact that the post may have access to children. Further information is available from [www.disclosure.gov.uk](http://www.disclosure.gov.uk)