



Llamau

Imagine a World Without
Homelessness

Data and Systems Officer

Introduction



Thank you so much for your interest in Llamau, this post is a key and integral one in Llamau. As a homeless charity focussed on ending homelessness, Llamau is driven and determined to achieve our mission.

Llamau has developed different models of support to ensure that we can address the issues of homelessness for every individual. We have ensured these different approaches have been developed with the young people and women we are privileged to work with, listening and learning from the experts by experience. We aim to amplify their voices and ensure they are heard. Llamau's approach means that it's data, it's collection methods and reporting, are vital to evidence Llamau's impact upon people's lives.

As a Data and Systems Officer you will be part of a small team which has a great deal of responsibility. You will support the Evaluation and Quality Assurance Manager and Data Analyst by being flexible, keen to learn new skills and be a problem solver with a keen interest in the findings of the data. You will be the first point of contact for colleagues across the organisation for support and training on our electronic case management system along with other databases and a creative individual with ideas to take surveys to another level to further delve into the facts behind the people we support.

As an organisation we are passionate, creative and driven, we need a Data and Systems officer with the same attitude.

As part of #TEAMLLAMAU, no day will be the same. Whilst your focus will be on data management and ensuring our colleagues have the training and tools to fulfil their roles, you will also be part of the wider Llamau organisation and will work closely with colleagues across Llamau doing whatever it takes to get the job done.

Llamau is committed to it's people. Without them we can't achieve our goals. We have some of the best colleagues you'll have ever worked with, flexible working and the best support. We do this because we believe in people and we are relentless in our pursuit of achieving equality for the young people living within our homes.

We need the right person, the people we are privileged to support need the right person, are you the right person? If you think that maybe you are, we very much look forward to meeting you!

Sam Austin
Deputy Chief Executive



About Llamau

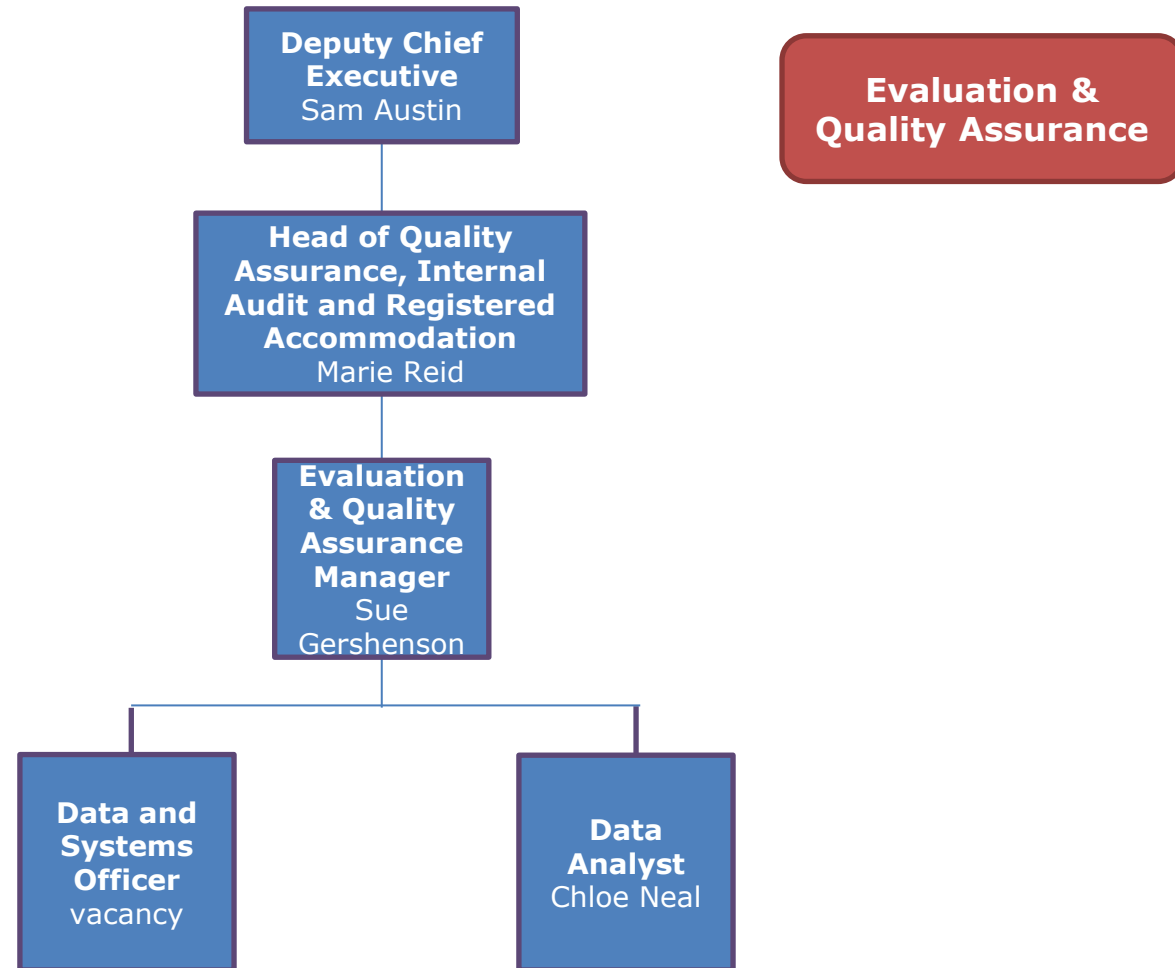
Ending Homelessness, Changing Futures

Here at **Llamau** we are change makers. We are on an unapologetic mission to end homelessness and domestic abuse in Wales.

We Respect the gift of individuality in our colleagues and the people we support. **We Listen** and **We Learn** at every opportunity. If someone needs help, **We Encourage** and **We Don't Give Up**.

You will not just be a colleague, you'll be a stakeholder.

Working here is more than a job. We are family. We are **Llamau**!



Our Values



We are a values-led organisation which puts the people we support at the heart of the organisation.

Our values mean that we can offer the highest quality support and empathy. Our values are:

We Respect

Llamau has a genuine respect for the people we support. We listen to and learn from them every day. This ensures that our relationship with every individual is meaningful and our services are effective and successful.

We Listen

All Llamau colleagues are in constant consultation and dialogue with the people we support, so that we can be there when we are needed. All work is undertaken with the people we support taking full account of their views and priorities.

We Encourage

Llamau encourages positive involvement and full consultation of the people we support in the services that they receive.

We Learn

Llamau is totally committed to continuous improvement. Llamau has developed a comprehensive monitoring system, which evaluates all of its services. Each service is monitored and evaluated, as is each project. Performance indicators also play a part in evaluating the projects and the organisation to ensure that we add Value to our services and Best Practice guidelines are fully met.

We Don't Give up

Llamau recognises that too often the people we support are perceived as failing when services cannot be tailored to meet their needs or when they are not ready or able to maximise the opportunities open to them as a part of the support and training services that are offered to them. For this reason Llamau will continue to offer services to the people we support regardless of their previous actions unless these cannot be offered without prejudicing or putting other service at risk.

Job Description

Job Title:	Data and Systems Officer
Responsible to:	Evaluation and Quality Assurance Manager
Responsible for:	First point of contact for CMS (case management system) queries and problem-solving, delivery of system training, design and delivery of annual surveys, completion of data requests, assisting the Data Analyst with data dashboards and reporting.
Salary:	Circa £25,092 per annum
Working hours:	37 hours per week 9am – 5pm Mon-Thurs 9am – 4.30pm Friday
Location:	Hybrid – Office/Home working
Contract:	Full-time – temporary 12 month contract (with potential to be made permanent)
Annual leave:	Starting entitlement of 5.2 weeks, increasing annually to a maximum of 6.6 weeks, plus bank holidays
Probation:	6-months
Benefits:	8 % pension (2% contributory) after qualifying period. Use of a blue light card and its many benefits. Professional Development opportunities. Meals on shift with young people.

Purpose of Job

This is a pivotal role within a small team providing training, support and advice to colleagues who are using case management software. The role will enable colleagues to effectively access the system to ensure they have information at their fingertips to deliver support to the individuals we support.

You will act as triage for all system queries, you will also be responsible for user profiles, training, permissions and password-management.

This role provides assistance to the Evaluation and Quality Assurance Manager and Data Analyst in the daily use of Llamau's Business Intelligence software to analyse, present and export data.

You will work with and provide assistance to the Data Analyst in the development and maintenance of data models and databases, extraction and reporting of data.

You will be involved in the design, creation and distribution of surveys and the centralisation of data to demonstrate and evidence the impact service delivery is having on the lives of the people we support and the difference the organisation is making.

Principles and Values

As a values based organisation we expect all colleagues to embody Llamau's values at every opportunity and in their day to day work. Some examples of how this will be included within your role are below:

- Supporting colleagues to understand and use the case management and other systems, including helping them to problem-solve and resolve queries.
- Provide assistance to Project Managers, Contract & Quality Assurance Managers and Heads of Service to understand their reporting requirements, liaise with them to create accurate reports and file extractions in a timely manner and in the best format for their purpose.
- Work in partnership with team members to work towards and meet deadlines.
- Work collaboratively with other teams to communicate and create data statistics for all internal and external organisational purposes.
- Consult with and engage with colleagues to understand the challenges of their role whilst using data systems.

Main Duties



Provide support and advice to colleagues using Llamau's electronic case management system (PanConnect);

Act as an administrator for PanConnect, including creating new user profiles, setting user permissions, resetting passwords and disabling accounts;

Delivering PanConnect training to colleagues and hosting workshops both in person and via Microsoft Teams with occasional travel between office and project locations;

Develop and maintain PanConnect user guides;

Assist the Evaluation and Quality Assurance manager to design and test new system developments;

Management of devices – i.e., software downloads, tablet factory resets and re-distribution;

Triage system queries and escalate where appropriate with third party developers;

Use business intelligence software to analyse, present and export data;

Provide assistance to the Data Analyst in the development and maintenance of data models and databases, extraction and reporting of data;

Design, create and distribute a selection of surveys using SurveyMonkey, including collation and preparation of response reports;

Use of other central data systems and databases using Microsoft Excel, Microsoft Access and Google docs.

Your Role

Your role within the organisation.

- To positively promote and represent the interests of Llamau and to always conduct yourself in line with the Code of Conduct.
- Comply with all Llamau's policies and procedures
- Commit to your personal development, including attending the organisation induction, Core Competency Training program, and other opportunities that are identified.
- Actively engage in events and meetings that seek to develop or promote the ethos of Llamau.
- Any other duties as reasonably requested.

How we will support you within your role.

- We will support you to reach your potential within your role through Psychologically led and informed reflective practice sessions in addition to standard support and supervision.
- We are passionate about nurturing talent, our senior leadership team includes colleagues that have progressed through the business from entry level roles.
- You will have the opportunity to gain additional qualifications as well as be trained by a multi-agency team of professionals.
- Enhanced Group Pension Scheme of 10% contributions (after qualifying period)
- Cycle to Work and Eye care voucher scheme
- Business mileage: £0.45 per mile
- You'll also have free access to an internal wellbeing and counselling team

Person Specification

Education

- Degree/post-grad qualification in a relevant discipline or equivalent experience

Knowledge

- Knowledge or understanding of GDPR or data protection guidelines

Skills

- Strong analytical, numerical and literacy skills;
- Experience of or an interest in, using Business Intelligence tools, e.g., Qlik, Power BI;
- Experience of using SurveyMonkey or similar;
- Experience of data manipulation and/or creating data visualisations;
- Experience using SQL and Python for data analysis;
- Proficient use of Microsoft Excel
- Good use of Microsoft office package incl. Outlook, Teams and Word;
- Good problem-solving skills.

Desirable

- Experience of creating dashboards, data modelling, data transformation, and providing insights and visualisations;
- Ability to analyse qualitative and quantitative data
- Driving Licence, relevant Business Use Insurance and access to a car.

Personal Qualities

- Ability to communicate with colleagues at all levels of the organisation, stakeholders and people who are supported by Llamau;
- Good diary and time management skills;
- Good organisational skills;
- Ability to prioritise tasks and manage own workload;
- Ability to work both independently and collaborate with team members;
- Problem solving and positive outlook;
- Confidence in delivery of training to groups of people both in person and online;
- Attention to detail and a passion for working with data.

A photograph of two women sitting on a dark wooden bench outdoors. The woman on the left has short blonde hair and is wearing a dark blue t-shirt. The woman on the right has long brown hair and is wearing a white ribbed sweater. They are both looking at each other and appear to be in conversation. The background is filled with lush green foliage, and the lighting is soft, suggesting a sunny day. The overall mood is calm and professional.

To Apply

All applications are to be completed and submitted online.

Please send your completed application form to:
careers@llamau.org.uk

If you think you are the right person to come on this journey with us, would like to join #TEAMLLAMAU and would like an informal discussion about the role, please get in touch!

Sue Gershenson
Evaluation and Quality Assurance Manager
susangershenson@llamau.org.uk