**Role Profile**

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| **Job title:** | Data Services Coordinator | **Level:** | TBC |
| **Function:** | Delivery | **Type of role:** | Permanent |
| **Reporting to:** | Rachel Fryatt | **Reference:** |  |
| **About the Role:** | | | |
| An exciting opportunity to join the Data Change team, as part of the Delivery function. Delivery is at the forefront of our business, delivering services to customers day in, day out to enable excellent patient care.  Data Change is a fundamental requirement across the business, ensuring property and facilities management data is accurate and up to date. This supports both front line colleagues delivering for our customers and our organisation’s ability to make key business decisions and support the evolving NHS needs.  The Data Services Coordinator (DSC) is a critical role, which supports a data-driven performance culture within NHS Property Services and ensures that the property data of the business is complete and accurate.  Working with the Estate Delivery teams to ensure our key strategic systems are updated with all relevant data changes for new set ups, tenancy, rent, rates, disposals, changes in space requirements across both freehold and leasehold domains.  You’ll also be part of a transformation journey, bringing property and FM together to better serve our customers. We are integrating processes from mobilising a new building, to changes in tenancy, changes in space utilisation, maintenance of assets and beyond. As part of this you’ll support and may drive improvement projects collaborating with colleagues across the wider business to create a seamless colleague experience that puts the customer at the heart of everything we do.  You’ll be a team player with a positive attitude, self-motivated, enthusiastic for change and have personal resilience. | | | |
| **Key Responsibilities:** | | | |
| * Responsible for managing the Data Change Notice (DCN) process at a finance level precisely and proficiently and uploading to current systems * Accountable for processing the Data Change Request (DCR) for budget and services precisely and proficiently and uploading to current systems * Ensuring that customer invoices and credits are raised in a timely manner via immediate demand or added to the credit log for billing * Integration errors between the CORE and Horizon systems are resolved in a timely manner. * Basic property accounts to support the Property Management Accountants (PMA). * Lead Regional Training on how to complete DCR for Core & Horizon * System testing support for Horizon * Maintaining complete and accurate property management data records for all sites and buildings in Horizon. * Maintain the CAFM system for business data changes including supporting an effective change control. * Work closely with the wider team, data stewards and key stakeholders on data and process improvement opportunities. * Always uphold data integrity. * Have a methodical approach to workload. * Organise and prioritise data change activities to meet deadlines. * Generate and maintain issues and improvement logs to support root cause and drive prevention of reoccurrence. * Conduct quality checks. * Adhere to company policies and procedures for data management. * Provide support into wider programmes utilising data change management processes. * Maintain a high level of accuracy and attention to detail. * Be motivated, embrace change, and pursue continuous improvement. * Adapt to new technologies, tools and techniques that support business development. * Actively promote awareness of good data principles. * Be a positive ambassador of the Data Change team and key contributor to drive our ambition | | | |

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| **Knowledge, Attitude (Behaviours) Skills and Experience** | |
| **Knowledge** | **Behavioural Competency (Attitude)** |
| * Knowledge of CORE or similar CAFM systems * Knowledge of Horizon or similar property management systems * Stakeholder engagement * Error management and quality checks | * Motivate self and engage others * Build trust * Establish collaborative relationships * One team * Think customer * Solve problems * Personal resilience * Proactive and commitment to delivering high quality * Communicate with Impact |
| **Skills (Transferable/ Technical)** | **Experience** |
| * Data literacy * Proficiency in Microsoft 365 applications Office, especially MS Excel * Strong computer skills * Ability to work independently * Collaboration and stakeholder management skills * Effective communication and presentation abilities * Analytical and problem-solving skills * Attention to detail and organisational skills * Willingness to learn and adapt to new processes | * Good working knowledge of property and FM services, particularly within the Healthcare Sector * Understanding of data processes * Understanding of root cause analysis and prevention of reoccurrence * Good working knowledge of FM workflow processes * Property life cycle |

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| **Qualifications** |
| * Property Management, Facilities Management, Business Administration, Engineering, related field or equivalent experience * Additional certifications in facilities management, change management, or relevant areas are advantageous. |
| **Other information** (travel, hours) |
| * Requirement for travel as determined by role * Ability to work at pace * A key contributor to change and future business aspirations |