

### Role Profile

<b>Role Title:</b>	Business Record Co-Ordination Officer
<b>Department:</b>	Operations
<b>Role Purpose:</b>	<p>The role supports our ongoing aim to maintain a single central point of record storage by developing and maintaining processes and systems to ensure records are maintained in a consistent way across the business.</p> <p>The post holder will be required to regularly update the business on progress against challenging performance targets.</p>
<b>Reporting to:</b>	Head of Quality and Customer Experience
<b>Responsible for:</b>	None
<b>Disclosure level:</b>	Standard
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<p>To ensure Midland Heart have high quality, accurate records and systems in place to ensure that records are complete and up to date.</p> <p>Dealing with requests for records and changes to records from the business as required, rigorously following procedures to ensure a consistent approach is maintained.</p> <p>Producing reports based on complex information and presenting the information in a clear and understandable way for a variety of audiences.</p> <p>Establish and implement systems/processes for the maintenance of records and information.</p> <p>Maintain role based systems access and robustly follow auditing processes for system changes.</p> <p>To follow the organisations GDPR policies and procedures at all times.</p> <p>To follow professional behavioural standards, as a representative of Midland Heart.</p> <p>To follow Midland Hearts Health and Safety procedures.</p> <p>Promote and uphold the Association's policy on equal opportunities.</p> <p>To undertake other duties commensurate with the grading of the post as may be required from time to time.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Health &amp; Safety Policy.</p>
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<p><b>Education, Qualifications and Training</b></p>	<p>Grade A-C in English and Mathematics.</p> <p>Clear evidence of continuous professional development and proven track record of performance outcomes.</p>
<p><b>Knowledge and Experience</b></p>	<p>Proven track record of achieving and meeting/exceeding challenging targets.</p> <p>Experience of using document management systems and making changes to improve systems.</p> <p>Proven experience of maintaining databases and analyzing complex data.</p> <p>To have a strong understanding of the landlord functions.</p> <p>Proven experience of implementing and following information auditing frameworks.</p> <p>Have a thorough understanding of GDPR.</p>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p>Must have advanced IT skills in the use of Microsoft Word and PowerPoint.</p> <p>Advanced Microsoft Excel skills, to include the use of lookup, concatenation, count, value, conditional formatting formulas and pivot tables.</p> <p>Ability to present complex information to a wide range of audiences in a clear and concise manner.</p> <p>Good planning and organisational skills.</p> <p>Extremely high level of attention to detail.</p> <p>Ability to work on own initiative and without supervision, but also as part of a wider team.</p> <p>A proactive, can-do approach to work.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>