

## Job Description

<b>Title:</b>	Data Project Coordinator
<b>Salary:</b>	£19,235.00
<b>Term:</b>	9 months Fixed Term, full-time
<b>Reporting to:</b>	Project Manager
<b>Location:</b>	Exeter

### 1 Job purpose

The post holder will be supporting the coordination across projects in the Education Team, taking particular responsibility for data analysis and reporting; they must be a competent user of Excel, which will be assessed at interview. Working in a team of eight, the post holder will ensure that SWGfL deliverables are met in line with agreements and contractor requirements.

In the immediate term the team are working on the Barefoot Computing project. The team will be flexible to adapt to requirements of any additional projects secured in the future.

### 2 Background

As a not-for-profit charitable Trust, SWGfL primarily works on behalf of schools, aiming to provide the best possible range of quality services to help schools, and other establishments, to use technology to both impact positively on teaching and learning as well as their online safety.

### Barefoot Computing Programme

The Barefoot Computing Programme is part of BT's commitment to a culture of Tech Literacy for the UK, supporting primary teachers across the UK get to grips with computer science through free resources and workshops.

SWGfL are responsible for the facilitation of the free workshops, delivering up to 1,000 workshops across the UK each academic year. The workshops are delivered by our network of over 700 active volunteers and ambassadors, and introduce primary teachers to the free Barefoot resources, equipping them with the knowledge, skills and understanding they need to teach computer science.

### **3 Key responsibilities**

The main areas of focus for this role will be data, reporting and CRM management, however there will also be elements of project coordination and customer service.

#### **a) Data and Reporting**

- Managing the delivery of predefined reporting requirements – weekly, monthly and quarterly reports
- Responding to reactive requests for data and information from the contracting project teams
- Working with an external web agency to optimise our CRM systems and reporting functionality

#### **b) Website & CRM Management**

- Supporting the Assistant Project Manager in management of the Barefoot CMS – uploading new resources and making any required changes to web content
- Working on the specification, testing and rollout of any CRM or website development (the web development itself is carried out by an external agency)
- Working closely with the web development agency to ensure issues are resolved, and new developments are delivering to spec and on schedule

#### **c) Project Coordination:**

- Ensuring that accurate information, particularly in relation to stakeholder details, using spreadsheets and CRM is maintained

- Supporting the coordination team to complete all workshop facilitation activities:
  - Matching workshops to volunteers in a timely fashion
  - Communicating with volunteers and schools using the prescribed process
  - Ensuring schools are provided with all workshop materials
- Inputting into regular team meetings to feedback on the effectiveness of processes and suggest improvements

#### **d) Customer Service:**

- Dealing with telephone calls and e-mails to and from clients including volunteers, schools and other stakeholders.
- Being the point of call for any technical issues
- Liaising with teachers and volunteers throughout the workshop booking process to ensure effectively delivery and good customer experience

*This job specification only contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out.*

#### **Company Benefits**

- Substantial Leave Allowance progressing to 25 days in second year of service and 30 in third year of service, plus bank holidays
- Pension with generous contributions from SWGfL
- Medical Healthcare benefits including dental, optical, chiropody and therapy treatments including physiotherapy, plus many more Health and Wellbeing services.

- Online Employee discount platform; saving you money on everything from groceries to holidays, fashion and electronics.
- Cycle to Work Scheme
- Benefits for you and your family including enhanced family friendly policies and annual flu jab, voluntarily available for all staff.
- Bi-annual Company Team Days

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Issued by: Sophie Rice	Date Approved: 09/09/202	Date Effective:

## PERSON SPECIFICATION

Attributes	Experience / skill	Essential / Desirable	Means of Evaluation
Education & Training Experience	GCSE Maths and English or equivalent	Essential	Appl/Interview
	Educated to A Level or Equivalent	Desirable	Appl/Interview

Knowledge & Skills	Experience of working with data and reporting, using Excel for data manipulation (working knowledge of vlookups and pivot tables would be of benefit)	Essential	Appl/Interview
	Experience of working with a CRM system	Desirable	Appl/Interview
	Experienced in the use of computerised systems including word processing, spreadsheets, Outlook, PowerPoint etc	Essential	Appl/Interview
Communication & Interpersonal	Ability to communicate and work effectively both face to face and on the telephone.	Essential	Appl/Interview
	Ability to develop effective and supportive relationships with colleagues at all levels throughout the organisation.	Essential	Appl/Interview
Personal Qualities	Ability to work accurately under pressure (to meet deadlines etc), demonstrating a logical and methodical approach to dealing with workloads.	Essential	Appl/Interview