

Yorkshire Housing Role Profile



Job title:	Data Entry Officer	Leader of others:	No
Reports to:	Data Governance & Architecture Manager	Contract type:	12 month Fixed Term
Business Area	ICT- Data, Performance & Info Security	Budget holder?	No

Job purpose

As a Data Entry Officer you will help support the work of the Data Governance team to ensure data remains accurate and aligned across several corporate information systems.

You will be responsible for inputting, monitoring and reviewing the accuracy of key data on systems and liaising with the business to rectify any issues. You will also support work across the wider team, including the development of data quality reporting and delivery of regulatory returns.

You will be given training and development in the use of systems and tools, including Salesforce and Power BI.

You will have a strong attention to detail, be comfortable working across multiple systems and be methodical in your approach to maintaining data.

Key responsibilities

- Inputting customer, property and tenancy data onto corporate information systems
- Reviewing and verifying the accuracy of data using reconciliation reporting and remediating any issues as required
- Supporting the alignment of critical data across key information systems, highlighting issues and discrepancies
- Working closely with teams across the business to help correct and maintain data on systems
- Supporting the design and delivery of data quality reporting
- Maintaining all appropriate documentation as it relates to data entry, including procedure notes
- Training users on appropriate use of systems to maintain data quality
- Supporting delivery of ad hoc data related work as required

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility and level of this post.

What you'll bring to the role

The main things:

- Experience of maintaining and updating data on systems
- A strong focus on accuracy and detail
- Excellent customer service and interpersonal skills
- Willing and able to work collaboratively across teams to help resolve problems
- A strong understanding of the importance of confidentiality of sensitive data
- Enthusiasm and a methodical approach to data

It would be a bonus if you have:

- Previous experience working in a regulated environment particularly in Social Housing

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.