

Job Description

Job Title: Data Quality Officer

Work Location: Witney

Who We Are

Open Doors is a Christian charity looking to recruit active, practising Christians to help meet the growing needs of the persecuted church worldwide. Hostility, violence and abuse of Christians around the globe is on the increase. Open Doors works in over 50 countries to ensure that those facing such persecution are not forgotten but can stand strong to serve their communities and give life.

Background

The data team exists to provide information, analysis and reporting on supporters and income that empower key decisions which achieve the strategic objectives of OD UK&I. This includes reporting, analysis, data modelling, data definitions, data management, process development, quality control and data cleansing.

To do this properly we need healthy data we can trust. We a Data Quality Officer who will support the Data Team by conducting systematic maintenance of our supporter and other data to a high standard of up-to-date accuracy and completeness. This role will focus on finding efficient ways to identify data anomalies and their causes and collaborate with colleagues to resolve quality issues and improve systems with attention to security and confidentiality.

Job Summary

The role is responsible for the ongoing systematic maintenance of our supporter and other data to a high standard of up-to-date accuracy and completeness. The Data Quality Officer will use their initiative to devise analysis which reveals and monitors anomalies in our data and will collaborate with the Data Analyst to create and carry processes to ameliorate them.

About the Team

To fulfil the key responsibilities associated with this job, this role will sit as a key role within the Data team in Supporter Engagement directorate reporting directly to the Data Analyst, you will have key relationships with:

- Data Assistant
- Business Analyst
- Other CRM Stakeholders across the organisation.

Hours

3 days per week, 22.5 hours. Usually between 8.00am to 6.00pm Monday to Friday. This position may involve some evenings and weekends for which TOIL (time off in lieu) may be claimed. Our policy is a minimum of 40% of hours in the office, with the remainder remote working.

Responsibilities and Requirements

- Advise on policies for effective data quality management.
- Advise on formulation of workflows and other techniques to ensure accurate and legitimate data collection.
- Advise on the minimum viable data set required in a variety of contexts.
- Identify where data does not comply with minimum viable dataset and resolve these.
- Assist with identifying duplicates in a variety of contexts and assist with resolving these where appropriate.
- Advise on strategies to ensure non duplication of data items.

- Liaise with the Data Protection Officer to ensure consent records (GDPR) are compliant with ODUK&I policy.
- Work with the Data Protection Officer to support and inform ODUK&I Data Protection and Security policy.
- Establish rules and procedures for timely internal and external stakeholder data importation.
- Assist with reports and data extraction where appropriate.
- Monitor and analyse information and data systems to evaluate their performance and suggest improvements which will protect data quality.
- Develop a suite of routine checks/data queries to identify data anomalies and work with Data Analyst to devise a strategy for mitigation.
- Correct and mitigate data error and/or work with relevant teams to do so.
- Troubleshoot data-related problems and recommend / request maintenance or modifications.
- Address any other data quality related issues as they arise.

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Applying Your Christian Faith to This Role

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- attending and contributing to daily devotions (this can be for the whole team or just smaller departmental groups)
- participating in retreats, days of prayer and fasting, etc
- committing to private prayer for the work associated with this role, for the volunteers, and closest colleagues
- working in such a way to reflect biblical principles of leadership and service
- applying biblical principles of godly stewardship to operational responsibilities
- being open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else
- responding to the prompting of the Holy Spirit in making decisions or communications.

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

Limits of Authority

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

Key Attributes

The following represent key attributes we are looking for in the successful candidate:

Competency

- educated to A level or equivalent including a computing, IT or statistics related qualification or proven experience in a Data Quality role.
- experience in working as a Data Quality Officer in a comparable context.

- a strong understanding of databases and data analysis procedures.
- tech-savvy and possess excellent troubleshooting skills.
- excellent understanding of data administration and management functions (collection, analysis, distribution etc.)
- familiarity with modern database and information system technologies.
- proficient in MS Office.
- extensive experience with MS Excel.
- excellent time-management skills.
- excellent interpersonal skills, good communicator both written and verbal.
- a good team player with the ability to inform and influence effectively both internally and externally.
- expertise in using Microsoft Dynamics CRM an advantage.
- expertise in using MS SQL an advantage.

Character

- active practising Christian with the ability to lead devotions as part of the staff rota
- able to work under pressure
- responsible and mature outlook
- high standard of personal hygiene; clean, tidy and professional appearance
- ability to work effectively as a team member

Calling

- committed Christian who is completely in sympathy with the calling and mission of Open Doors

Culture

- chemistry with Open Doors staff
- commitment to Open Doors' Core Values.

Enhanced disclosure information may be requested from the DBS in the event of a successful application.



Our Statement of Faith

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;
and in Jesus Christ His only Son, our Lord,
who was conceived by the Holy Spirit;
born of the Virgin Mary;
suffered under Pontius Pilate;
was crucified, died and was buried.
He descended into hell,
the third day He rose again from the dead;
He ascended into heaven, and sits at the right hand of God the Father Almighty,
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;
the holy Christian Church;
the communion of saints;
the forgiveness of sins;
the resurrection of the body;
and the life everlasting.