

fidelius.



Data Administrator

## Data Administrator

<b>Function</b>	IT
<b>Reports to</b>	IT & Systems Manager
<b>Line Reports</b>	None
<b>Purpose of Role</b>	To provide systems and data administration support to the IT & Systems Manager and wider business, through a wide variety of tasks and activities.

## Key responsibilities

### 1. Systems Support

- Reviewing, actioning and updating IT Tickets on the Internal Ticketing system and keeping staff up to date with progress.
- Provide day-to-day technical support and troubleshooting on a variety of internal systems.
- Complete monthly IT security checks following a report from our IT Support provider and ensure all line managers are notified and follow up on any outstanding training required.
- Undertake monthly system license reviews across internal systems to make sure only active staff have access.
- Supporting new starters and ensuring necessary access to software and cloud-based systems including Online Providers in a timely manner.
- Removing leavers from all relevant systems in a timely manner and ensure we obtain all IT hardware prior to leave date.

### 2. Data administration

- Support the IT & System Manager with system data reviews by carrying out manual data cleansing projects, inputting correct or missing information into systems.
- Take a proactive approach ensuring system data is accurate and up to date; Identifying and correcting additional areas that need cleansing.
- Update Company SharePoint sites with any changes and new documents as requested by departments across the business and approved by the IT & Systems Manager.
- Helping to identify where efficiencies can be made with the use of automation and the tools, we have available to us.
- Running bulk daily client data valuation uploads on back-office system.
- Support the IT & Systems Manager with the creation and maintenance of master lists to cover our company hardware, software licences and access rights.

### 3. IT and Systems Department Support

- Support the IT & Systems Manager with the testing of new processes and policy documentation to support growing company needs.
- Ensure system and IT documents and policies are up to date and amended when required.
- Support the IT & Systems Manager with annual reviews and research of company hardware and software licences.
- Support the IT & Systems Manager with manual office technology changes such as

changes in office layout, new meeting room technology and office relocations.

- Provide support on relevant Company Projects.

## **4. Team Working**

- Build strong working relationships with all colleagues across the business.
- Provide support and assistance to other team members to ensure tasks are completed on schedule and deadlines are met.
- Provide absence cover for team members.
- Undertake project work and additional duties as and when required.

## **5. Compliance**

- Treat all data with complete confidentiality and take reasonable steps to protect this at all times.
- Treat our customers fairly at all times, referring to your Line Manager or the Head of Compliance for guidance if necessary.
- Act in accordance with Compliance procedures and FCA Regulations at all times to ensure regulatory requirements and company policies are correctly followed.
- Maintain client records and update client information on back-office systems to keep an effective audit trail.
- Undertake work appropriate to your skills and ability.

## **6. Training and Knowledge**

- Work with your line manager to create a personal development plan and agree CPD activity.
- Successfully undertake company tests and attend company training sessions.

## Knowledge, Skills and Competencies

### Role Requirements

- Full time role.
- Some travel on occasion to other Company offices.

### Essential Experience & Skills

- Good working knowledge of Microsoft Office products including Word, Excel, Outlook and PowerPoint.
- Experience of working with online systems/software and data inputting.
- Experience of delivering accurate, relevant and timely information.
- Ability to meet deadlines.
- Experience of using written and verbal communication.
- Ability to work within a confidential environment and maintain trust and confidence with employee and client data.

### Desirable Experience & Skills

- Experience using a ticketing system and having to manage own tickets.
- Experience of working with SharePoint and Power Automate.
- Previous experience of working in similar role.
- Experience of working in a small to medium sized financial services environment.
- Experience of working in an environment of significant change
- Experience of working with Intelligent Office or a similar back-office system

## Our Ways of Working

### Accountable

- Takes ownership and accountability for their actions and tasks.
- Steps outside of comfort zone to learn and develop.
- Organised and efficient, manages their own time effectively and prioritises to maximise productivity.
- Keeps promises and delivers what they say they will.

### Collaborative

- Is inclusive, respectful and supportive of others.
- Listens and takes on-board the views of others.
- Communicates in a timely and effective manner for the best outcomes.
- Shares knowledge and experiences to improve results.

### Inquisitive

- Seeks opportunities to create efficiency and improve ways of working.
- Appropriately challenges ways of working.
- Willing to understand different ways of working in different teams.
- Confidently and constructively questions processes.

### Transparent

- Honest and trustworthy, treating everyone with respect.
- Straightforward with communication.
- Clear and concise with others at all times.

### Aware

- Is aware of the impact of their own actions, styles and behaviours on others.
- Gives support, praise and feedback to others in a constructive manner and receives feedback or challenge graciously and with an open mind.
- Reflects on feedback received to develop themselves.

### Adaptable

- Embraces and positively endorses change, finding ways to support the situation.
- Demonstrates flexibility where priorities or deliverables need to change and takes responsibility for continuous review.
- Adopts a flexible approach to projects, tasks and others.

### Determined

- Has a can-do attitude.
- Takes responsibility for their own development.
- Copes effectively under pressure.
- Delivers on promises, expectations, roles and responsibilities

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