

## Digital Officer

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**Department:** SPPP  
**Section:** xx  
**Reports to:** Operations Lead  
**JE Ref:** SPPP1057

**Grade:** CS06

**JE Date:** 02/11/2023

### Job purpose

To provide wide ranging efficient, accurate and confidential data management support to the Vaccination Service by validating and collating data, identifying anomalies, resolving data quality issues, producing activity reports, and supporting the design and implementation of digital solutions to assist the daily operation of the team.

### Job specific outcomes

1. Provides a broad range of digital support to the vaccine service, using initiative and judgement and drawing on experience to anticipate business needs and respond accordingly.
2. Quality assures data held in operational systems. Researches and resolves omissions of key client data items (e.g. demographics) to complete the computerised client record, so that information is accurate, timely and compliant with agreed standards. Undertakes regular data audits and performs data cleanses for ad-hoc data issues.
3. Produces regular, daily and ad hoc activity reports for use internally within the team, and externally.
4. Identifies and resolves data quality issues (errors and inconsistencies) which have an impact on service delivery.
5. Validates and enter the data onto the system and manages the process of archiving data in accordance with the agreed storage and retention policies.
6. Supports design and implementation of digital solutions to assist the daily operation of the team.
7. Maintains confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.
8. Undertakes any other duties to support the vaccine service.

### Statutory responsibilities

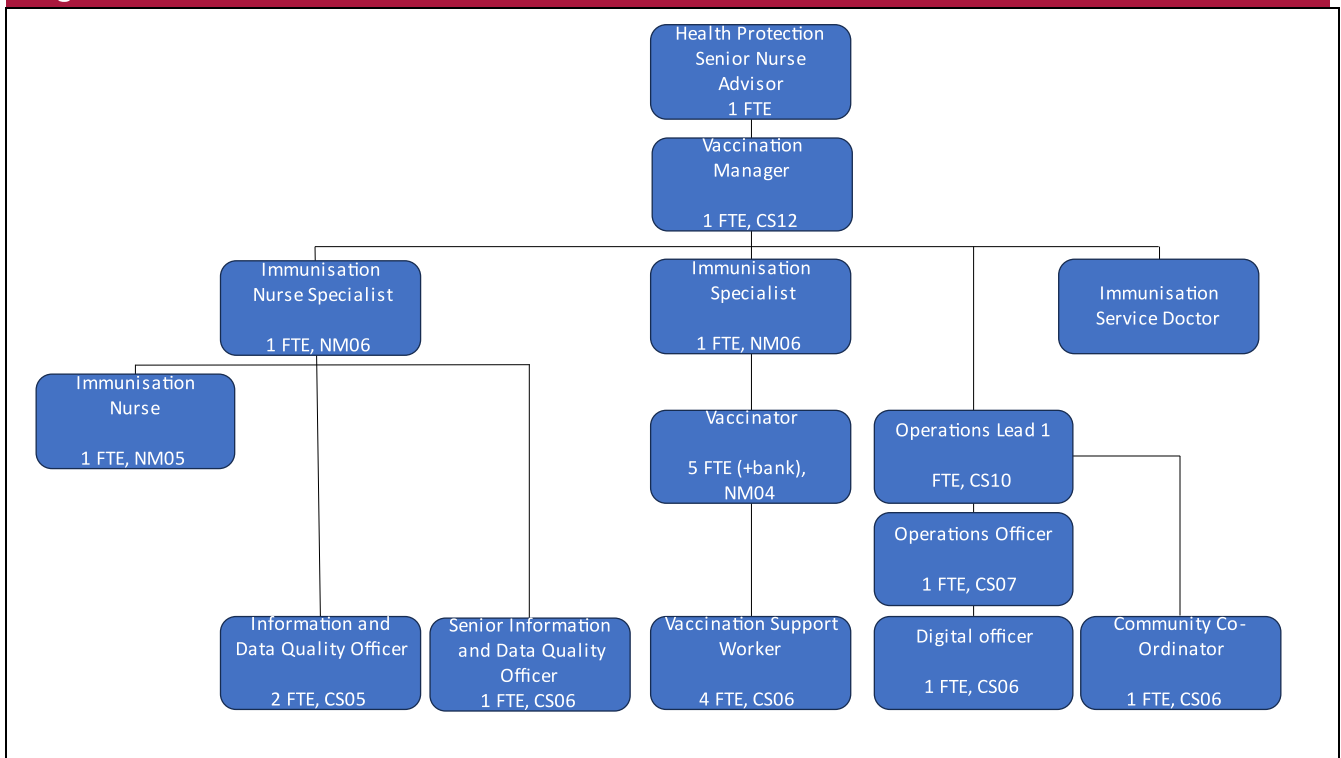
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

## Organisational structure

### Government Departments



## Organisation chart



## Person Specification

### Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	Educated to A level standard of NVQ level 3, or equivalent experience.	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	Knowledge of supporting clinical services in a business capacity.	Knowledge of medical terminology
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate to an intermediate level and proficient in using computer applications eg Microsoft Office.</p> <p>Hold ECDL qualification or able to demonstrate equivalent knowledge.</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Strong communication skills, primarily for giving and receiving information.</p> <p>Sensitive to and respectful of user's needs.</p> <p>Organised and self motivated.</p> <p>Exceptional attention to detail.</p> <p>Able to deal with routine challenges autonomously, some with a moderate level of complexity.</p>	

<p><b>Experience</b>  <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working in a data rich environment and of improving data in a multi-stakeholder environment.</p>	
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**Personal Attributes**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.