

SCOTTISH CHILDMINDING ASSOCIATION

JOB DESCRIPTION

JOB TITLE: **PROJECT AND DATA ADMINISTRATOR (WORKFORCE)**

LOCATION: Home/Office based.
Initial funding is to March 2026, taking us to the end of year two - this is part of a 3-year proposal with funding confirmation received on an annual basis.

HOURS: Full time 36 hours per week. Hours to be flexibly arranged to provide for occasional evening work and Saturday requirements. Time off in lieu may be taken for any extra hours worked. No over time payments are possible.

GRADE: AP2 pt 19-22 £24,514 - £26,532

ACCOUNTABLE TO: Senior Operations Manager

JOB PURPOSE:

To provide robust data administration and comprehensive administrative support for the smooth operation of SCMA's Programme for Scotland's Childminding Future (PSCF), a key three-year national initiative focused on Retention and Recruitment. This role is central to the programme's success through effective data administration, manipulation, and the presentation of key insights to the team.

KEY RESPONSIBILITIES:

You will be pivotal in leveraging programme data, alongside a range of administrative tasks. This includes managing the recruitment and retention mailboxes, updating and maintaining the ECMS database in accordance with project requirements, and collating, manipulating, and presenting data-driven statistics for the team. You will also provide efficient and accurate administrative support to the PSCF project team.

KEY TASKS:

- Provide proactive support and assistance to childminders (retention strand), potential candidates (recruitment), and staff through effective handling of calls and emails.
- Responsible for processing and responding to all enquiries received via the dedicated retention and recruitment mailboxes, ensuring timely and informative communication.
- Monitor and maintain regular communication with Workforce Officers and Workforce Managers (Retention & Recruitment) impacting the progression of potential childminders, ensuring effective support within the PSCF pathway or the provision of suitable alternatives.
- Update, analyse, and interrogate data within the ECMS to generate accurate statistical information and insightful reports as required for both retention and recruitment strands.
- Assist with issuing targeted emails as directed by the project team, ensuring accurate data integration.
- Design, develop, and maintain clear, concise, and impactful data reports within the established reporting structure for PSCF,
- Actively participate in regular Workforce Team Meetings, contributing data-driven insights relevant to both recruitment and retention delivery.
- Provide comprehensive administrative support to the project team, including tasks that require strong organisational and data management abilities.

- Engage in regular meetings with your Line Manager for ongoing support, supervision, and your annual appraisal.
- Read the Health and Safety document and be aware of the health and safety of yourself, your colleagues and visitors to the office.
- Work at all times in a manner consistent with SCMA's policies and procedures.
- Take responsibility for your own personal development and contribute to the organisation's 'Engaging Our People' approach.
- Responding positively to changing business needs, may require you to carry out other mutually agreed tasks that are necessary to fulfil the job purpose.

PERSON SPECIFICATION – Project and Data Administrator (Workforce)

Essential

- High Standard of Education/Qualifications

CAREER EXPERIENCE

Essential/Desirable

- Minimum 2 years in a data focused administrative role.
- Proven ability in providing administrative assistance, including data manipulation and reporting, as part of a team.
- Proficient in Microsoft Office Suite (Word, PowerPoint), SharePoint, and demonstrable advanced proficiency in Excel (including data manipulation, formulas, charts, and analysis).
- Significant experience in updating, maintaining, and extracting data from database systems (e.g.ECMS).

KNOWLEDGE

Essential

- Strong understanding of database systems and the principles of data integrity and accuracy.
- Solid understanding of data handling best practices and data privacy regulations.

Desirable

- Relevant childcare and voluntary sectors networks in Scotland and the UK.

SKILLS:

Essential

- Excellent IT skills, with a strong emphasis on data management and analysis.
- Good humoured, tactful, and self-reliant.
- Exceptional organisational and time management skills, with a proven ability to manage and prioritise data-related tasks effectively.
- Excellent communication and interpersonal skills, including the ability to present data clearly and concisely.
- Ability to keep confidential information, especially sensitive data.
- Methodical and able to plan and manage workload, including data processing and reporting schedules.
- Ability to work under pressure and to deadlines.

- High standard of written and oral communication, including the ability to document data processes and findings.
- Good organisational skills including the secure storage of information and efficient time management.
- Excellent customer service skills.
- Ability to work on own initiative and as part of a team, contributing to data-driven projects and initiatives.
- Highly proficient data cleaning, and ensuring data accuracy.
- Demonstrable ability to create and interpret data reports using Excel.
- Willingness to develop skills and undertake any relevant training.

PERSONAL CIRCUMSTANCE:

- Ability to work flexible hours. There may be an occasional requirement to work on Saturdays or be away from home overnight.