

## Bernicia Group Role Profile

**Title:** Data & Compliance Administrator

**Reporting to:** Procurement Manager

**Date:** February 2026

## Purpose

To support the day-to-day management of the Procurement team by analysing contract data to give insights into business spend, departmental spend, performance monitoring (KPI's) and reporting to enable effective data driven decisions to maximise compliance and buying power.

## Accountabilities

### Operational

- Lead on the provision and reporting of management information and associated detailed analysis for Procurement Manager.
- Review key performance management information narrating trends and key insights to assist service delivery. This will include validating and updating key documentation.
- Provide actionable insight to support continuous improvement of products, services and cost management and clearly demonstrate outcomes that support value for money and mitigate risk.
- Support the Procurement team to maintain and improve data quality by ensuring agreed processes are robustly followed in their day-to-day roles updating the various core systems, ensuring data is input accurately to allow for timely reporting.
- Create a strong data governance culture across the Procurement team.
- Lead on the validation of spend data ensuring that all relevant and necessary data has been captured, validated and reconciled. This will include working with teams from across the business.
- Identify, recommend and introduce workflows to enhance the collection and recording of key data.

## Strategic

- Assist in the development and embedding of a performance culture across the teams, in collaboration with Managers, ensuring a framework is in place and maintained to measure, monitor and report contract performance, establishing and cascading targets/KPIs throughout the team with ownership at the appropriate level.
- Produce timely reports to support the management teams on spend compliance.
- Contribute to the development of quality service standards across all of Bernicia's services.
- Develop key relationships and collaborate effectively with internal and external stakeholders to support the delivery of service standards and Corporate Strategy.

## Corporate

- Contribute to the delivery of the aims and objectives of the Corporate Strategy through supporting the development and delivery of the Procurement Strategy, supporting strategic plans and policies/service plans.
- Assist the management team to embed a performance led, structural and cultural business change and service improvement initiatives, through collaboration and development of service strategies and plans.
- Plan effectively to maximise the use of resources within business plan assumptions, delivering financially viable and economically effective services to maximise the return on assets and social value.
- Contribute to raising Bernicia's profile in your service area.
- Ensure that core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety are fully implemented, along with an appropriate system for identifying, appraising and managing risks in your service area, consistent with Bernicia's risk management strategy.

The above list is not exhaustive, and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are

brought to a satisfactory conclusion. This includes identifying any risks involved in the day-to-day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to your manager's attention any unsafe working practice/conditions.

**Essential/Desirable Skills & Experience**

<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<p>Excellent IT skills including the use of data management and reporting software.</p> <p>Experience of working with data from multiple sources.</p> <p>Ability to understand, interpret and present complex data sets including spend reports.</p> <p>Ability to monitor contract compliance through receipting and validation of documentation.</p> <p>Strong focus on data quality, attention to detail and ability to identify and work around data issues quickly and efficiently.</p> <p>Ability to maintain a can-do attitude and deliver results to deadlines.</p> <p>A curious and investigative mindset with a good level of analytical ability and critical thinking skills.</p> <p>Able to work largely unsupervised and on own initiative and demonstrate an enthusiastic approach.</p> <p>Flexible and able to respond to regularly changing priorities.</p> <p>Full Drivers Licence and willing to travel between offices.</p>	<p>Knowledge of Procurement</p> <p>Experience of analytical tools such as Tableau</p>

Signed by Post holder..... Date .....

Signed by Manager ..... Date .....

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours	
Behaviour	Expectation
Customer Focus	<ul style="list-style-type: none"> <li>• Understanding that our customers are our colleagues as well as our tenant, clients and other stakeholders.</li> <li>• Putting ourselves in the shoes of our Customers.</li> <li>• Actively listening to what a customer is telling us and responding to their feedback.</li> <li>• Working to our service standards and agreed timescales.</li> <li>• Being flexible in our response to customers based on their needs whilst working within boundaries.</li> <li>• Having brave conversations with customers and managing their expectations.</li> <li>• Respecting people's time, privacy and (if relevant) their property.</li> <li>• Treating customers fairly, promptly, effectively and with empathy.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrating sensitivity to the customs, cultures and beliefs of our customers.</li> <li>• Checking-in with customers to see if they are happy and satisfied.</li> </ul>
Team Work	<ul style="list-style-type: none"> <li>• Being friendly, encouraging supportive, and respectful to our colleagues.</li> <li>• Working collaboratively and making an active and constructive contribution to the team.</li> <li>• Sharing knowledge, skills and expertise freely with others.</li> <li>• Putting our hands up to help.</li> <li>• Being dependable.</li> <li>• Positively and respectfully challenge others if we disagree with them.</li> <li>• Working with a "one organisation" approach and actively challenge the "North / South" divide.</li> <li>• Saying "thank you" and recognising the good work of others.</li> <li>• Having positive banter with colleagues in ways that includes everyone</li> <li>• Embracing different technologies and ways of communication and connecting with colleagues.</li> </ul>
Integrity	<ul style="list-style-type: none"> <li>• Doing what we say we're going to do. Working with high personal and professional standards.</li> <li>• Being trustworthy, truthful and honest.</li> <li>• Challenging and speaking up if we see unethical working practices or poor standards.</li> <li>• Asking for help when its needed.</li> <li>• Having zero-tolerance for inappropriate, offensive or discriminatory behaviour.</li> <li>• Standing up for the principles and standards we believe in.</li> <li>• Doing the right thing - not just the easy thing</li> <li>• Positively representing Bernicia in the way, we do our job.</li> <li>• Giving credit to others for their work and contribution</li> <li>• Maintaining trust and confidentiality to sensitive information.</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Taking responsibility for our actions and areas of work.</li> <li>• Seeing things through and delivering on promises. Owning mistakes, putting them right and learning from them.</li> </ul>

	<ul style="list-style-type: none"> <li>• Being clear about areas of responsibility and positively communicating them to others.</li> <li>• Signposting people to colleagues who can help if an issue is not an area of personal responsibility.</li> <li>• Taking steps to positively highlight or resolve problems.</li> <li>• Working to clear objectives and deadlines.</li> <li>• Keeping up to date and staying aware of professional standards and trends in our areas of work</li> <li>• Recognising the impact that individual behaviour and conduct has on Bernicia.</li> </ul>
Respect for our people	<ul style="list-style-type: none"> <li>• Respecting the diversity and values of others. Being inclusive and treating others with dignity and respect.</li> <li>• Trusting and supporting colleagues to do their job Treating others based on how we would like to be treated.</li> <li>• Challenging the behaviour of people who do not show respect to others.</li> <li>• Being open, honest and dependable and playing our part in creating a culture of trust.</li> <li>• Communicating respectfully and professionally on all communication channels.</li> <li>• Being courteous and considerate.</li> <li>• Recognising that it is human to have biases and to make assumptions and that it is important to consider how our own biases and assumptions impact how we work.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Inspiring others and setting a positive tone by "walking the walk".</li> <li>• Being accessible and approachable to colleagues at all levels.</li> <li>• Giving timely feedback to others – praising positive performance and calling out poor performance. Encouraging co-operation, collaboration and communication between teams.</li> <li>• Encouraging colleagues and teams to develop and grow</li> <li>• Encouraging positive change and innovation.</li> <li>• Constructively influencing and negotiating to achieve positive outcomes.</li> <li>• Demonstrating transparency in our decision making.</li> <li>• Encouraging a diversity of views and experiences and listening to all relevant voices before making decisions</li> <li>• Being a role model and acting as an ambassador for Bernicia.</li> </ul>

