

# Demi Mortimer | Data and Systems Officer

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## Professional profile

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A highly motivated Data and Systems Officer with over five years experience handling and working with data within a variety of settings. Recently qualified front-end developer, with a year's of experience in developing scalable web applications. Proficient in HTML, CSS, JavaScript, and React, with a strong foundation in data. Seeking to leverage programming skills to build innovative solutions in a dynamic tech environment.

## Career summary

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**November 2021 - Present**

**Phoenix Futures, Central Functions  
Data and Systems Officer**

### *Key responsibilities*

- Support implementation of new case and incident management systems, and changes to existing systems.
- Prepare and deliver training and system guides to staff across the organisation.
- Act as a single point of contact for staff in relation to system and data queries.
- Identify improvements and opportunities for automation of data processes.
- Liaise with software providers to coordinate system maintenance work and application of updates.
- Run regular data quality reports to identify improvement opportunities.
- Create monthly and quarterly KPI reports, used by the senior management team when planning for the company.
- Support colleagues in continuously improving accuracy and completeness of data held on various systems.
- Overseeing submissions of reports to the National Drug Treatment Monitoring System and other key stakeholders.
- Support quality assurance activities including internal audits and preparation for external inspections.
- Support performance management of services by routinely analysing data, producing activity, trends and impact reports, and creating dashboards and visualisations.
- Promoting the importance of data accuracy, security, and confidentiality to all staff.
- Attending department and other meetings throughout the company, and take forward agreed actions.
- Monitor designated data protection mailbox and coordinate responses to data and information requests, including communication, data extraction and redaction.

### *Key achievements/projects*

- I played a key role in the set up of two new residential rehabilitation services within the organisation in the 2022-23 financial year, saving the company thousands of pounds. Within this, I set up case management systems, co-ordinated the training of over 50 staff members, as well as provide role specific training to data administrators and managers.
- Developed a comprehensive reporting tool in response to a complete overhaul of the commissioners' data set for a service. This involved setting up new assessments on the client management system, designing and implementing customised reports, and creating an extensive spreadsheet to accurately collate and format data according to the commissioners' requirements.
- Created a self-audit tool which allows our residential services to audit their own data sets. This included discussions with my manager to identify key areas of data to check, and liaising with members of staff within services to pilot the tool. I also created written and video guidance on using the tool.

**March 2020-November 2021**

**Phoenix Futures, Essex Alcohol Recovery Community  
Administrator**

*Outline*

Give a high-level overview of the role to show how you fit into the organisation and what the overall goal of your role is. 1-3 lines should be enough.

*Key responsibilities*

- Completing administrative duties for the service across the county of Essex.
- Aiding clients, colleagues, and outside professional agencies with queries.
- Submitting reports to the National Drug Treatment Monitoring System on a monthly basis.
- Provide data to the service manager on a quarterly basis regarding key performance indicators.
- Run monthly data quality checks to ensure data was as accurate as possible.

*Key achievements/projects*

- Thanks to data provided by me, the service was able to acquire additional funding for the implementation of four new frontline workers.

**September 2019-March 2020**

**Sigma Trust, Philip Morant School and College  
Student Services Administrator**

*Outline*

I worked within the administrative office at this secondary school, providing emotional and medical support for the student body of over 1000 pupils, arranging and completing the administrative tasks for school trips, both day trips and residentials and helping teachers, students, parents and/or carers with queries.

**November 2018-August 2019**

**Ministry of Justice, HMP Warren Hill  
Visits Clerk**

*Outline*

My main roles in this position were to book visits for the prison's residents to visit with their families and/or solicitors, maintaining the complaints database that I helped to set up, working within a team to answer general business hub questions, and assisting the business hub team with any and all other duties.

**October 2017-November 2018**

**Multi-Academy Trust, Philip Morant School and College  
Finance Assistant**

**January 2017-October 2017**

**Multi-Academy Trust, Philip Morant School and College  
Administrative Assistant Apprentice**

## Education & qualifications

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- **Junior Front-End Developer** – SheCodes – 2024
- **Level 2 Diploma in Business Administration** – Colchester Institute – 2018
- **Diploma of Higher Education in Psychology** – University of Essex – 2016
- **A Level English Language, Geography and Psychology, A\*-C** – Colchester County High School for Girls – 2012
- **11 GCSE's A\*-C including A\* in Mathematics and A in Statistics** – Colchester County High School for Girls – 2010

References available on request

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