

Job Description

DIRECTORATE:	Education & Family Support
DEPARTMENT:	Business Strategy & Performance
POST:	Senior Management Information Officer
GRADE OF POST:	GR10
RESPONSIBLE TO:	Principal Officer - Business Strategy & Performance

JOB PURPOSE:

To lead on the implementation of the Education and Family Support Directorate's key MIS (Capita One Education) and its ongoing use, including quality assurance of the data. This will include leading on the reporting and analysis of data from the system and to integrating the Capita One system within a larger directorate ecosystem.

To have responsibility for the directorate's Knowledge Management function, which delivers against a broad range of information needs, ensuring accurate, relevant, and timely information and data is captured and used to support national data reporting, service planning, delivery, and improvement.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Lead the ongoing implementation of the directorate's main education client-based management information system (Capita One Education) to support business improvement, providing system administration and system development and ensuring that the directorate's business requirements and operational needs are met.
- Provide technical support and advice for data collection and analysis through the Capita One system, developing high-level reports, and producing statutory and other returns. Provide advice, support, and a structured programme of training to service users so that the Capita One system is effectively used in line with agreed processes and procedures.
- Lead on the analysis, diagnosis, and resolution of technical and system problems, including the support for system upgrades.
- Act as a lead advisor on the Capita One system, working closely with internal stakeholders with regards their system needs, such as implementation of modules and developing reports to enable good quality data output's which will inform strategic and operational practice.
- Manage the Knowledge Management Team and the functions of that service. This includes overseeing the data capture, extraction, processing, validation, and reporting of data, identifying data requirements to support national data reporting, service improvement and working with service managers to ensure that performance management data is robust and used effectively.
- Support the Principal Officer, in developing and delivering the information required to meet the needs of the directorate's wider data strategy and the Council's performance management

systems, for example, corporate performance assessment, directorate self-assessment, additional learning needs, school exclusions, youth justice, vulnerable groups, etc.

- Attend appropriate national and local meetings as required.
- Develop productive internal and external relationships (education partners and Capita) to achieve the above outcomes successfully and collaboratively.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification

Senior Management Information Officer

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • Educated to degree level in a related field such as Computer Science, Management Information Systems (MIS), Business Intelligence or significant operational experience. • Recognised SQL Programming Language certification or demonstrable experience. 	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> • Significant experience of leading the delivery of data from information management systems to support data development, analysis, and dissemination • Significant experience of using ICT solutions to support and improve operational business processes. • Significant knowledge and experience of system administration including an understanding of database structure and design, security, data protection, system testing, solution designing, documentation, training, user support and working in a service desk environment. • Good knowledge and experience of the Capita One system. • Experience of leading a data rich function in a relevant service area e.g., schools/education or early help/social services. • Practical knowledge of scripting and query tools and languages e.g., SQL, Business Objects. • Experience of managing or supervising staff. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.
Skills & Personal Qualities	<ul style="list-style-type: none"> • Excellent communication (oral and written), presentation and interpersonal skills. • Ability to undertake and complete tasks in accordance with agreed timescales, meeting tight deadlines. 	<p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation/Testing
Skills & Personal Qualities Continued	<ul style="list-style-type: none"> • Ability to identify practical solutions seen in use elsewhere and adapt them to a particular situation. • Strong numeracy skills • Excellent general computer skills with the ability to use a variety of packages including Microsoft Word and Excel. • Ability to provide innovative solutions to meet operational needs and support business improvement. • Good organisational skills and able to meet deadlines. • Ability to take and exercise initiative. • Ability to form and grow constructive working relationships. • Ability to lead, motivate and manage staff to ensure an effective and efficient service delivery. • Resilience and diplomacy under pressure. • Flexibility and adaptability in a rapidly changing environment. • Discretion and integrity. • Good project management skills. • The ability to communicate through the medium of Welsh. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Interview, application form, and selection process.</p>