

## Job Description

<b>Job Title:</b>	<b>Digital &amp; Data Services Coordinator</b>
<b>Reports to:</b>	<b>Digital Services Manager or Data Services Manager</b>
<b>Grade Band:</b>	<b>E</b>
<b>Location:</b>	<b>Home Based</b>

### Purpose

Responsible for the coordination, maintenance, and development of the CYPS database(s) and associated reporting systems, this role ensures the integrity through audits and analysis, accuracy, and accessibility of data to support performance monitoring, statutory reporting, and service improvement.

You will work independently on a day-to-day basis, to ensure that all contractual and statutory requirements are achieved, whilst ensuring high performance, reporting and data accuracy using auditing and quality assurance tools.

### Main Duties and Responsibilities

1. Coordinate the production of statutory data returns to government departments (e.g. DfE) through evidence-based quality checks, data cleansing and use of tools including SQL for background data management where needed. Ensuring zero priority errors in our DfE returns.
2. Assist Digital and Data Management Team with tasks to ensure compliance with local, contractual and national requirements and deadlines.
3. Provide regular performance reports to internal and external stakeholders in line with contractual requirements and deadlines.
4. Build and maintain effective data-sharing relationships with education and training providers, local authorities, and national bodies such as NCCIS and government departments (e.g. DfE).
5. Produce live reporting tools through SSRS, Power BI and Crystal Reports for staff and managers to monitor and maintain accurate records and meet delivery KPIs
6. Provide data analysis and interrogation to identify trends, inform decision-making, and support growth and innovation.
7. Assist in the development and maintenance of the CYPS database(s) and systems (using SQL and IIS for server management where required), ensuring data quality through regular audits, updates, system enhancements.

8. Create Shaw Trust ICT access accounts using Microsoft Entra, and ensure accurate logs are kept for auditing purposes
9. Support performance management by producing KPI reports and contributing to the development of performance improvement strategies.
10. In partnership with Digital and Data Management Team develop and implement quality processes for use on all delivery services using CYPS Database(s)
11. Coordinate tasks of the Digital and Data Service Administrators
12. Processing mass data using appropriate tools to ensure efficient and accurate updates to the CYPS database(s).
13. Manage the maintenance, audit and quality assurance of management information and individual client records
14. Safeguard the confidentiality and security of sensitive data , whilst ensuring that the integrity of all data on CYPS database(s) is paramount.
15. Ensure and promote within the team, the delivery of an excellent customer service that consistently meets or exceeds expected contractual need.
16. Deliver user support and training on CYPS database(s) and business intelligence tools, maintaining up-to-date guidance materials, and following relevant policies and protocols for access to systems
17. Ensure continuity of service delivery in the absence of Digital and Data Managers
18. Contacting young people or their parents/carers using telephone and digital tools (e.g. text messaging, social media, etc.) to find out the progress they are making in their chosen learning and/or career path.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and

Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has a Diversity and Inclusion Policy, and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post. This role requires flexibility of working hours, evening and weekend duties, as required, to ensure fulfilment of the role

This role includes direct contact with young people, and flexibility of working hours, evening and weekend duties, are required to fulfil the requirement for direct contact. Initially evening and weekend hours will be arranged on as set scheduled but may require change through the year.

<p><b>Person Specification</b></p> <p><b>Job Title:</b> Digital &amp; Data Services Coordinator (E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Relevant qualification (Level 3 or above) in data or computer science (E)</li> <li>• MS SQL Qualifications or Training (D)</li> <li>• Demonstrable evidence of Continuing Professional Development (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of working in Management Information/Business Intelligence (E)</li> <li>• Experience in the use of MS SQL SSMS, SSRS, Crystal Reports &amp; Power BI (E)</li> <li>• Experience in the use of our current CCIS Database: Cognisoft IO / IYSS (D)</li> <li>• Knowledge of Department for Educations NCCIS requirements (D)</li> <li>• Demonstrable experience of successfully working to targets (E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E)</li> <li>• High level of skills using MS Excel, including use of pivot tables, functions (E)</li> <li>• Excellent verbal/written skills, able to communicate concisely &amp; effectively (E)</li> <li>• Demonstrable experience of providing excellent customer service skills (E)</li> <li>• Understanding of data protection and information security (E)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Flexible and willing, desire to exceed targets set (E)</li> <li>• Ability to analyse data and present information to key stakeholders (E)</li> <li>• Good at building relationships with internal and external stakeholders (E)</li> <li>• Effective time and deadline management and prioritisation skills (E)</li> <li>• Working remotely requires self-motivation and dedication to the role (E)</li> <li>• Ability to work well as part of a team and independently when required (E)</li> <li>• Excellent attention to detail (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at Enhanced level (E)</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)</li> </ul>