

Job Description

Job Title: Operational Data & Reporting Manager (Learning & Skills)

Reports to: Contracts Director / Associate Director Learning & Skills

Grade Band : C

Location: Homebased (with national travel as required)

Purpose

The Operational Data & Reporting Manager (Learning & Skills) will work across all Shaw Trust/Ixion learning and skills programmes to provide data analysis that supports the culture of improvement and outstanding education provision. They will have first class communication and presentation skills, a strong background in education/skills data management, a proven track record in using data to affect change within education, and high levels of accuracy in all their work. The Operational Data & Reporting Manager will provide specialist and technical expertise to monitor various CRM systems and processes to ensure compliance with Department for Education funding rules and legislation. They will facilitate the delivery of an effective learning and skills service that is continually improving, by being responsible for the management of operational data reporting including managing, maintaining, monitoring and analysing accurate data and performance and using this information to report to funders, managers and senior leaders providing technical and specialist advice as appropriate.

The role is also responsible for supporting Directors and Heads of, on monitoring, forecasting and reporting on income and expenditure, providing information and advice to inform management decisions, as well as manage contracting processes including due diligence, performance monitoring and reporting

Main Duties and Responsibilities

1. Manage the data capture, analysis and internal / external reporting in relation to all learning and skills programmes, including, but not limited to, Apprenticeships, Central and Devolved Adult Skills provision, wider Department for Education programmes, and any other commissioner contracts.

2. Produce monthly performance reporting for all Operational Areas, utilising different internal CRM and data systems to produce effective reporting.
3. Keep up to date with, interpret and make recommendations to managers on relevant funding rules, contract requirements, procedures and other policies affecting the delivery of service, ensuring any required changes to reporting and systems are enforced.
4. Provide specialist and technical expertise to ensure compliance with funder requirements, legislation and statutory duties.
5. Manage the requirement for reporting performance to commissioners on a regular basis for all contracts, including on ILR submissions and tracking on internal content management systems (CMS) systems. Liaise with the Operational Leadership Team to ensure performance and quality data is accurate and representative of the business.
6. Development of operational dashboard(s) for the business to include performance and quality metrics derived from internal CMS system, Power BI and other resources.
7. Advise and manage developments needed to CRM systems to support with reporting efficiency and changes in funding rules.
8. Utilise Provider data self-assessment toolkit (PDSAT) to determine current quality and compliance risk and report to Head of Performance Quality and Compliance for action.
9. Provide accurate and timely data for the submission of the annual Self-Assessment Report and corresponding Quality Improvement Plan, including customer and employer feedback, equality and diversity impact measures, and granular ad-hoc reporting as required for the Report and Plan
10. Raise awareness and maximise the use of, both internally and externally, data held in relation to all contracts.
11. Manage data integrity and validation and submit all returns in a timely manner as per commissioner deadlines and expectations.
12. Produce reporting on records of learners and courses: enrolment, achievement, progression, outcomes and impact while complying with all contractual obligations set by funders.
13. Inform the Operational Leadership Team (OLT) of any process issues or modifications resulting from validation errors or changes in external data requirements. Liaise with the Head of Performance, Quality and Compliance to ensure amendments are implemented in a timely manner.
14. Utilise information and data to analyse and report monthly on KPIs and performance, highlighting variations, emerging themes and key risks and issues. Provide data for each relevant risk register per contract.
15. Ensure there are regular and frequent communication with the Finance team to ensure all records are maintained and accurate.
16. Provide information, advice and training to ensure all delivery staff submit data that is accurate, complete, timely and compliant with all funding rules.

17. Work with the Business Intelligence team to manage data integration with core business systems and the coordinated provision of reports and analysis to commissioners and internal/external stakeholders.
18. Communicate a range of information through writing, presentations and discussion to contribute to strategic decision making within the division, up to Board level.
19. Produce performance analysis reports for as required for quality assurance and compliance purposes.
20. Work with the operational team to identify and develop recommendations to improve performance.
21. Undertake qualitative and quantitative statistical analysis of management information to identify trends for the self-assessment and quality improvement planning process. Regular reports should be delivered in relation to this analysis.
22. Develop reports to assist in forward planning and target setting for the service and to support senior managers in accessing relevant information.
23. Ensure data is maintained and securely managed in accordance with the Data Protection Act, including reporting to internal and external stakeholders to the appropriate level.

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 or 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.

Person Specification Job Title: Operational Data & Reporting Manager (Learning & Skills) (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) <ul style="list-style-type: none">• Educated to degree level and/or significant experience within a relevant field (E)• Full membership of relevant professional body or willingness to work toward (D)• Demonstrable evidence of Continuing Professional Development (E)
Experience <ul style="list-style-type: none">• Significant experience of Data Management and Reporting in Education, including the Individualised Learner Record and associated systems of reporting and data capture (E)• A proven track record of creating and using data analysis for performance and quality improvement (E)• Experience of working within an Learning, Skills and/or Education provider including Apprenticeships contracts (E)• Previous experience working with MIS / CMS systems. An understanding of the PICS and OneFile systems would be advantageous though not essential. (E)• Experience working as part of a multi-disciplinary team (E)• Experience of project management (D)• Experience of communicating with relevant commissioners/funding organisations (E)• Relevant experience of working at a management level in large third sector or commercial organisation (D)• Performance and relationship management experience obtained within a services environment (D)• Embraces change and drives for continuous improvement (E)•

Skills and Attributes

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases (E)
- Strong Excel Skills (E)
- Ability to manipulate and translate complex data (E)
- Strong verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level (E)
- Strong understanding of learning, skills and/or education funding systems (E)
- Understanding of how to use data to affect change (E)
- Ability to make suggestions to improve data collection / analysis (E)
- Dynamic approach and solutions orientated (E)
- Enthusiastic, self-motivated and driven (E)
- Ability to think critically (E)
- Proven ability to handle confidential information and exercise discretion (E)
- Ability to see both the big picture and advanced attention to detail skills (E)
- Ability to interpret written information in a structured and balanced way and present it appropriately to the needs of the reader (E)
- Strong time management and organisational skills (E)

Personal qualities, communicating and relating to others

- Excellent interpersonal, communication and presentation skills (E)
- Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required (E)
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates (E)
- Ability to communicate complex data into a readily accessible and understandable format both for internal and external stakeholders (E)
- Copes well in a rapidly changing environment (E)
- Flexible, adaptable and innovative (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults (E)
- This post requires a Disclosure and Barring Service Check at a Basic level due to the sensitivity of information being held (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Ability to travel on behalf of the Trust as required (E)
- Good understanding of disability issues (E)
- Willingness to undertake travel throughout the UK, including occasional overnight stays (E)