

Job Description

Job Title:	Management Information (MI) Administrator
Reports to:	Lead Business Intelligence (BI) Co-ordinator
Grade Band:	G
Location:	Home Working

Purpose

Working as a member of CYPS Digital & Data Services you will support directorate and team in the achievement of objectives.

Tasks will be allocated by Co-ordinators ensuring all areas of the department are appropriately supported.

Main Duties and Responsibilities

1. Management Information
 - a. Assist in the production of reports and statistical information for government, local authority, partners and company use.
 - b. Work with external organisations as part of a formal data exchange
2. Quality Assurance
 - a. Assist the MI Lead to monitor the accuracy of information input on the CCIS database.
3. Mass Data Processing & Manipulation
 - a. Use appropriate data manipulation tools to maximise efficiency
 - b. Processing bulk data updates onto the CCIS database
 - c. Manual Updating of the CCIS database as required
4. Training and Support
 - a. Support the helpdesk function to provide daily user support over email, telephone and face-to-face (database and management information)

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.

<p>Person Specification</p> <p>Job Title: Management Information (MI) Administrator (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • At least 5 GCSEs passes including English and Maths (Level C/4 or above) or equivalent experience (E) • Willingness to work towards relevant apprenticeship programme/qualification
<p>Experience</p> <ul style="list-style-type: none"> • Knowledge of data handling using spread sheet and databases (E) • Good knowledge of Microsoft Excel inc.. functions and formulas (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Good IT skills, including familiarity with Microsoft Office software, in particular using MS Excel, including use of filters and functions (E) • Good verbal and written skills (E) • Demonstration of good organisational skills (E) • Demonstrable experience of providing excellent customer service skills (E) • Capable of working under pressure and able to meet deadlines (E) • Understanding of the constraints of using sensitive and confidential data (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Enthusiastic (E) • Good communication, relationship and interpersonal skills (E) • Good Telephone Manner (E) • Flexible and willing, desire to exceed targets set (E) • Ability to work well as part of a team and independently when required (E) • Effective time and deadline management and prioritisation skills (E) • Working remotely requires self-motivation and dedication to the role (E) • A reliable team player with the ability to work on own initiative where required (E) • Excellent attention to detail (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • 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 Enhanced level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)