

## Job Description and Person Specification

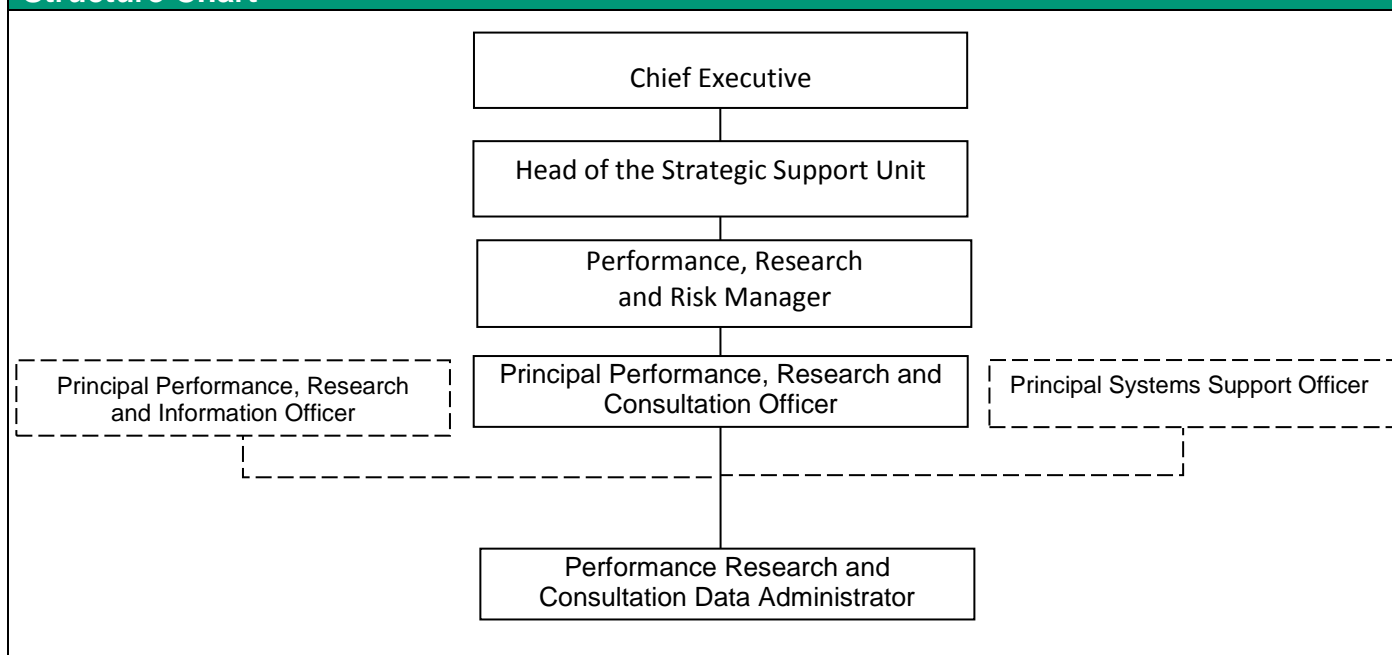
<b>Job title:</b>	Performance Research and Consultation Data Administrator
<b>Directorate:</b>	Resources
<b>Service:</b>	Strategic Support
<b>Team:</b>	Performance, Research and Risk Team (PRR)
<b>Post number:</b>	04532
<b>Salary grade:</b>	Grade F
<b>Work location:</b>	West Street House and Market Street
<b>Reports to:</b>	Principal Performance, Research and Consultation Officer
<b>Supervises:</b>	n/a

### Job Purpose

Working with PRR team members to:

- quality assure data for accuracy and completeness
- extract data from service systems, including Capita ONE and CareDirector, regularly and on an ad hoc basis for statutory and local requirements
- produce excel-based management information and data reports and distribute them to the relevant stakeholders
- run reports to identify issues with data quality, correcting this data or prompting others to do so as appropriate.
- produce summary reports of information/data published on external websites to keep managers updated about particular areas of activity.

### Structure Chart



## Main Duties and Responsibilities

Working with members of the PRR Team by:

- developing an indepth understanding of the databases held in the Education and Social Care services
- extracting information from service systems using existing data reports, and/or manipulating data within Microsoft Excel
- producing regular excel-based reports and bulletins, from multiple data sources, for various stakeholders, including Councillors, Senior Managers and staff
- running regular weekly/monthly reports etc. against the social care database in order to provide updates on client data to partner agencies.
- assisting in responding to internal and external data queries, including Freedom of Information requests
- assisting in managing school data returns, including processing Capita ONE Student Suspense accounts and Schools Census
- attending working group meetings for Capita ONE
- liaising with Education Services' service users with regards to system specific problems
- sharing responsibility for monitoring and responding to queries within OneEnquiries, escalating more complex queries as appropriate
- distributing upgrade and system down time notifications for Capita ONE to users
- running reports to identify issues with data quality within the social care database. Amend data within the system and/or prompt other people to do so as required.
- producing summary data for managers internally to keep them informed about key areas of activity (e.g. analysing data from OFSTED performance reports).
- collating data manually from different services/teams for the purposes of statutory social care reporting.

Work with colleagues in the PRR team to deliver key research, consultation or performance management activities, where resources allow.

Promote equality as an integral part of the role, treating everyone with fairness and dignity.

Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.

Adhere to the standards set out in the WBC competency framework. Any other activities as required by the line manager.

## Scope (impact on/control of resources, people, money etc)

This role enables the production and distribution of data and management and performance information, making it accessible to relevant service areas. An understanding of Microsoft Excel and producing and analysing data is essential. Although the role is part of Strategic Support within the Resources Directorate, it involves direct contact with staff from the other directorates, liaising with Councillors, Senior Managers and front line staff.

The post holder needs to work closely with other members of the PRR Team to ensure that processes are followed and the information generated, collated and distributed is accurate.

<b>Person Specification</b>	
<b>Qualifications</b>	<b>Essential/ Desirable</b>
Educated to GCSE level Grade C or above	E
Educated to A level or equivalent	E
Demonstrable understanding of the principles of data management and analysis	D
Computing / information management qualification	D
<b>Experience</b>	
Experience of working with large databases/Excel spreadsheets	E
Experience of working in the public sector	D
Experience of following pre-defined processes to extract data and information from existing databases	D
<b>Skills and abilities</b>	
Understanding of social care business and information requirements	D
Understanding of databases e.g. Capita One and/or RAISE/Care Director	D
Competency in using Excel for data manipulation and presentation	E
A strong understanding of the principles of data management/data quality, in manipulating and processing data	D
<b>Work-related personal qualities</b>	
Ability to use Outlook, and a web browser to access information	D
Basic ability to use Microsoft Office (Word, PowerPoint etc)	E
Ability to communicate effectively to wide audience both orally and written	E
Excellent numerical analysis, attention to detail and methodical approach	E
<b>Other work-related requirements</b>	
Systematic approach to work and a rigorous attention to detail	E
Excellent organisational skills and able to plan effectively, own time and workload effectively	E
<b>Other work-related requirements</b>	
Effective in building good working relationships to ensure good communication with beneficiaries or providers of data and information	E
An appreciation of data protection and/or the need to handle data sensitively within the context of highly confidential services	E
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E