

Job description

Job title: Management Information Officer
Grade: Grade 8
Job evaluation reference: BA4001
Job family: Business, Policy & Administration

Purpose and impact

To provide support for a specified system/database, ensuring the availability of accurate management information which supports business planning.

To understand current and future customer requirements to ensure that data held can support business planning.

To develop and test aspects of the system/database, advising on how best to meet business and user requirements.

To ensure procedures are followed to support quality assurance of the data held within the system/database.

To act as an expert user in relation to the specific system(s) maintained.

Involvement in development and review of user training as appropriate.

To supervise other staff as appropriate which may include on the job training and/or allocation and checking of work.

Key responsibilities

- To provide a range of management information, reports and statistics to internal and external customers, using appropriate tools, manipulating information and analysing trends.
- To provide expert knowledge of the system/database, providing guidance, advice and support to customers, which may involve working with others to scope their requirements, setting up ad hoc reports to specifications.
- Build relationships and consult with others as appropriate who have responsibility for using the system and/or who are users of the information, which may involve provision of technical support including solving problems and identifying underlying issues.
- Representing the service/Directorate at user groups relating to the system/database and incorporating outcomes into system development as appropriate.
- Make recommendations and draft reports as appropriate, outlining any issues that may arise in the operation of the system/database.
- Develop new systems for the capture of new information as required.
- Completion of statistical returns, liaising with external agencies as appropriate to the role.
- Involvement in project duties of a more specific nature in relation to the support of the function as required.



- Involvement in monitoring of budgets relating to the system/database as appropriate to the role.
- To understand, demonstrate and apply good practice in relation to GDPR and other relevant legislation and organisational guidelines concerning the holding and use of data.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Team Manager - Performance

Responsibility for: No line management responsibility

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum of 5 or more GCSEs at C or above, including Mathematics and English, or equivalent.	Application form
2. High standard of numeracy and written literacy skills.	Application form
3. Relevant qualification at BTEC level or higher, e.g IT, or equivalent experience	Application form
Experience	
4. Significant relevant and transferable experience in administration, using computerised systems	Application form Interview Assessment
5. Proven experience of using a range of IT systems, including spreadsheets and databases.	Application form Interview Assessment
6. Experience of working with mainframe systems.	Application form Interview Assessment
7. Experience of using IT reporting tools.	Application form Interview Assessment
8. Experience of interrogating and maintaining data to provide and present management information and reports.	Application form Interview Assessment
9. Experience of producing documents to a high quality standard.	Application form Interview Assessment
10. Previous experience of working in either an ICT, Systems or Management Information environment/role related role.	Application form Interview Assessment
Skills and abilities	
11. Ability to interpret data.	Interview Assessment References
12. Ability to learn new applications	Interview Assessment References
13. Effective communication, report writing and presentation skills	Interview Assessment References
14. Ability to understand, assimilate and explain complex ideas in a relevant format for the audience.	Interview Assessment References
15. Ability to analyse and resolve problems.	Interview



	Assessment References
16. Ability to train others in the use of IT systems.	Interview Assessment References
17. Effective networking skills.	Interview Assessment References
18. Good organisational skills.	Interview Assessment References
19. Ability to build up a good knowledge of policy, legislation and developments in the field of work relevant to the function.	Interview Assessment References
Our values	
20. Respect	Interview Assessment
21. Together	Interview Assessment
22. Accountability	Interview Assessment
23. Openness	Interview Assessment
24. Curiosity	Interview Assessment
Other	
25. To be flexible with an adaptable approach to work.	
26. To undertake training as required	

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
27. ECDL advance qualifications	Application form
28. Project management qualification	Application form
Experience	
29. Previous experience of working in a large organisation or local authority	Application form Interview Assessment
30. Previous experience of financial administration/budget management as relevant to the role	
31. Involvement in training or provision or user support.	
Skills and abilities	
32. Project management skills	Interview Assessment References



Approval

Manager's job title: Service Manager for BI & Performance
Date: 1 August 2019

