

Job description

Job title: Data Systems Officer
Grade: Level 1 - Dorset Council Grade 6
 Level 2 - Dorset Council Grade 7
Job evaluation reference: BA5004a,b
Job family: Business, Policy and Administration

Purpose and impact

1. To provide support to specified systems databases, ensuring that the quality and integrity of data is maintained in core systems and that necessary management information is available as required.

Key responsibilities

2. To ensure that the quality and integrity of data is maintained in core systems through regular data cleansing tasks.
3. To provide a systems administration role in relation to the specific system(s) maintained.
4. To provide support around specifying and testing new systems functionality, ensuring business and user requirements are met.
5. To provide basic user training as appropriate.
6. To produce and analyse relevant management information using the system/database.
7. To undertake data entry and data cleansing tasks as required, ensuring accurate and timely completion.
8. Prepare and analyse reports and management information from the system, using appropriate tools and analysing trends, as requested.
9. To act as a database administrator, providing guidance, advice and support to other staff and customers, which may include producing user documentation; providing basic training and/or the provision of a helpdesk facility.
10. Build relationships and consult with others as appropriate who have responsibility for using the system and/or who are users of the information.
11. Make recommendations and provide solutions for system improvements that aid the entry of accurate data.
12. To report system faults to the appropriate officer/supplier and monitor progress as relevant.
13. Undertake administrative and/or project duties of a more specific nature in relation to the support of the function as required.
14. To understand, demonstrate and apply good practice in relation to the Data Protection Act, information governance requirements and other relevant legislation and organisational guidelines concerning the holding and use of data.
15. Any other lesser or comparable duties as required.
16. Where the post is based within the People – Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.

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: Appropriate Supervisor/Manager

Responsibility for: Assist in work familiarisation of peers and others within or outside the team who may be using the data/system.

Other factors

17. Workstation and related IT equipment.
18. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
19. Work is subject to interruptions to deal with queries from operational managers and staff and may involve working to deadlines.
20. Work involves significant keyboard/computer work.

Progression in Post

21. Appointment is to the grade which is most appropriate to the individual post. Progression to a Level 2 - Grade 7 post is not automatic but is dependent on the requirements and level of responsibility of the post, particularly in relation to the need for greater discretion to take decisions and to provide and develop more creative solutions on a proactive basis.
22. Posts at Level 1 - Grade 6 are working largely within laid down procedures, although the need to explore options and make recommendations within procedures is a requirement of the role.
23. Posts at Level 2 - Grade 7 are required to proactively recognise and develop alternatives. Post holders are therefore expected to work at a level where creative problem solving is a continuous feature of the post.
24. Appointment at Level 2 - Grade 7 would generally require a greater level of previous experience; an advanced ECDL qualification or be able to evidence skills at this level and an understanding of project management techniques and tools.

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. Good standard of numeracy and written literacy skills	Application form
3. ECDL or equivalent experience	
Experience	
4. Relevant and transferable experience in administration, using computerised systems	Application form Interview Assessment
5. Experience of using a range of IT systems, including Word, Excel, email and databases	Application form Interview Assessment
6. Experience of providing management information	Application form Interview Assessment
7. Experience in interrogating and maintaining data to support the production of information and reports	Application form Interview Assessment
Knowledge	
8. Good understanding of management information and the application of computerised systems.	Application form Interview Assessment
9. Excellent knowledge of a range of IT applications, including the use of spreadsheets, word processing and database packages.	
10. Good knowledge of office-based ICT and PC applications.	
Skills and abilities	
11. Ability to interpret data	Interview Assessment References
12. Ability to learn new applications	Interview Assessment References
13. Ability to communicate effectively, with the confidence to deal with a range of contacts	Interview Assessment References
14. Ability to retain information and produce accurate/quality work	Interview Assessment References
15. Ability to organise own workload effectively, prioritise tasks and work to defined deadlines	Interview Assessment



	References
16. Apply confidentiality to all information handled	Interview Assessment References
Our values	
17. Respect	Interview Assessment
18. Together	Interview Assessment
19. Accountability	Interview Assessment
20. Openness	Interview Assessment
21. Curiosity	Interview Assessment
Other	
22. To be flexible with an adaptable approach to work	
23. To undertake training as required	
24. Able to fulfil the travel requirements of the post	

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:
25. ECDL advance qualifications.	Application form
26. NVQ 2 in Administration or equivalent.	Application form
Experience	
27. Previous experience of working in a large organisation or local authority.	Application form Interview Assessment
28. Previous experience of working in an ICT environment/system related role.	Application form Interview Assessment
29. Production of documentation (FAQs, user guidance notes, procedures, process maps).	Application form Interview Assessment
30. Involvement in training or provision of user support.	Application form Interview Assessment
Knowledge	
31. Understanding of database structures and terminology.	Application form Interview Assessment
32. Understanding of the work of local authorities.	Application form Interview Assessment
33. Understanding of policy, legislation and developments in the field of work relevant to the function.	Application form Interview



Approval

Manager's job title: Pay and Reward Manager
Date: February 2009

