

JOB DESCRIPTION

Post Title: M.I. Manager		Director/Service/Sector; Audrey Kingham / Learning & Skills/Children's Services Education and Skills		Office Use
Grade: 8		Workplace: Any Learning & Skills Campus		JE ref: 3821 HRMS ref:
Responsible to: Senior Manager Learner Experience Performance and Policy		Date: March 2021	Manager Level:	
Job Purpose: To lead and develop the data quality and performance plans for the service. To ensure that corporate services are effective in meeting challenging targets and help maximise opportunities to expand the service.				
Resources		Staff	1 MIS ILR Funding & Planning Officer, 1 MIS Information and Exams Officer, 1 Senior Finance Officer, 1 IT Network Manager, 1 IT Support Assistant, 7 Site and Team Administrators Indirect - 1 Exams Officer, 1 Finance and Learner Loans Officer,	
		Finance	Responsible for managing the quality of data, financial returns and maintenance of robust audit trails for contracts of circa £4 million per annum.	
		Physical	Responsible for significant ICT and digital networks and systems across all Learning and Skills Service sites and for the provision of remote services for offsite working. To handle archives and significant volumes of quality records, staff data and financial data with key responsibility for data protected information.	
		Clients	A key point of contact and regularly working with funding bodies for education, business and skills, government bodies / agencies, other services and providers, external suppliers, colleagues from Learning and Skills and NCC, other public bodies, external organisations, auditors and inspectors.	
Duties and key result areas:				
<div>1. Ensure knowledge is current on funding rules and eligibility, national priorities, labour market intelligence and sectoral needs. To ensure that the financial and contract rules in place are applied by all staff. To ensure that standards for financial management are adhered to across the service.</div> <div>2. To report on financial and contract performance to all staff. To prepare reports for staff, leadership team, senior managers, governance and committees as required.</div> <div>3. To lead, develop and monitor the provision of performance data and provide challenge across the service to achieve excellence, including carrying out a programme of self-critical audits and leading the monthly programme of quality and business reviews with all curriculum managers.</div> <div>4. To manage the work programme for staff information and management information returns to funders and other relevant bodies in a timely manner.</div> <div>5. To devise and develop a management information strategy and associated reporting to ensure that it underpins the principles of good data management and control, enables strong and timely performance management (particularly early intervention, retention, achievement, success, progression, impact and outcomes), avoids recollecting of data and use of local solutions, is cost effective and is properly extracted from the records of the institution.</div> <div>6. To proactively develop performance reporting for the service including the development of new tools like dashboards, informatics and displays for staff,</div>				

learners and employers. To provide performance reports for governance arrangements to authority officers and members.

7. Develop sound and systematic ways of recording activities that are outside of compulsory data collection standards that can be used to effectively shape and improve provision, for example IAG, linear and horizontal progression, job outcomes and sustained employment, learner and employer feedback.
8. To ensure that systems remain fit for purpose and test, implement and roll out new software, modules and procedures as required.
9. To lead the recruitment, selection, appraisal, review, cover arrangements, welfare and support, absence management and discipline of staff in the area of responsibility, following corporate policies at all times.
10. Write and implement a Self-Assessment Report and Quality Improvement Plan for the area. Deputise for absences of the Senior Managers as required.
11. To ensure a procurement framework is in place following all Crown and procurement requirements that ensure that local gaps in provision can be met by partnership working and sub-contracting. To be the lead for contract and quality management of partnership and franchised provision, ensuring standards are met by contractors and subcontractors.
12. To take part in a daytime and evening rota of site, first aid and fire warden cover as required.
13. In order to maintain a professional atmosphere, a smart dress code is required and you must wear a name badge at all times.
14. To ensure the maintenance of safe working practices and environments for all staff and learners in accordance with the policies of Northumberland County Council and relevant legislation.
15. To be committed to equal opportunities and to comply with the County Council's diversity and equality policies. To be committed to safeguarding learners and follow policies, practices and procedures in relation to protecting children and adults.
16. To be committed to professional self-development making full use of training and development opportunities identified through appraisal. To ensure job knowledge is updated by participating in educational opportunities, reading publications, attending team meetings and participate in and maintain professional networks.
17. There will be a requirement for unsupervised contact with children / young people in this post whether through teaching, advice and guidance, general or technical support.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Regular travel across the county to Learning and Skills Campuses will be required, with an occasional requirement for attendance at regional or national events.
Working patterns:	Usual pattern of working is office hours Monday to Friday. Where there is participation in an evening cover rota, flexi-hours may apply.
Working conditions:	Predominantly office-based in Learning and Skills campuses and NCC offices across the county.

PERSON SPECIFICATION

Post Title: M.I. Manager	Director/Service/Sector: Audrey Kingham / Learning & Skills/Children's Services Education and Skills	Ref:
Essential		Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> • Degree or equivalent • Management qualification • Excellent knowledge of inspection frameworks • Detailed knowledge of the learning and skills sector, inspection frameworks and how this applies to service development • Detailed knowledge of funding rules and regulations in the learning and skills sector and how this applies to designing and costing a curriculum • Knowledge of local, regional and national priorities • Detailed knowledge of the quality, operational, procedural and practical issues relating to the service 	Postgraduate qualification Project management qualification	(a) (i) (p)
Experience		
<ul style="list-style-type: none"> • Organisation of finances and resources in relation to teaching programmes within a range of education settings for young people and adults • Experience of EBS management information systems, MS Access, SQL. Experience of preparing, analysing and interpreting performance data into strategies and operational planning • Experience of staff and performance management • Experience of costing and timetabling large amounts of provision • Management experience and involvement in applying relevant methods, tools and techniques • Experience of dealing effectively with others • Significant experience of supporting staff to improve • Track record of performing against challenging performance targets and deadlines • Experience of leading key areas in inspections and audits 	<ul style="list-style-type: none"> • Experience of collaborative working • Experience of building partnerships 	(a) (i) (p)
Skills and competencies		
<ul style="list-style-type: none"> • Able to coach and mentor staff to improve • Excellent interpersonal and communication skills • High level of planning and organisational skills against technical rules. • Ability to work to deadlines and exact standards with a strong focus on completing and finishing. • Ability to make sound evidence-based decisions in the short and medium term which have longer term impacts 	<ul style="list-style-type: none"> • Very well developed IT skills • Strong skills in at least two of the following disciplines: management information, project management, business development, financial management, education planning or marketing 	(a) (i) (p)

<ul style="list-style-type: none"> • Ability to work unsupervised and on own initiative and lead a team on complex issues. • Ability to work accurately and effectively under pressure • Excellent problem-solving skills with high level of numeracy to be able to understand and reason with complex business related statistics • Help create a positive work culture in which diverse, individual contributions and perspectives are valued • Proactive and achievement orientated 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Periodically dealing with customers or staff who may be angry or difficult to manage • constant use of financial and data IT systems; • lengthy periods of complex mental concentration with attention to detail for business critical activity; • Management of staff dispersed over a large geographical area; • Able to work under pressure • Able to move, erect and dismantle training equipment and resources • Ability to remain calm and logical in stressful and difficult situations • Ability to deliver challenging performance information and direct staff to improvement 		(a) (i) (p)
Other		
<ul style="list-style-type: none"> • Committed to Equal opportunities • Committed to Health and Safety • Independently meet the travel requirements of the post across all Northumberland and out of county as and when required. 		(a) (i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits