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| **Job Description** |
| **Post title** | Information Management and Data Services Officer |
| **JE Reference No** | N7204 |
| **Grade** | Grade 9 |
| **Service** | Adult and Health Services |
| **Service Area** | Adult Care - Operational Support – Data & Systems Team |
| **Reporting to** | Senior Information Management and Data Services Officer |
| **Location** | Your normal place of work will be Durham Area, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post iseligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To develop and deliver management information and data products and services that meet the planning, performance, commissioning and service development needs of the service and relevant partnerships/customers.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To assess the service’s management information needs and develop a programme to meet those needs.
* To develop, produce, present and review a portfolio of management and planning information reports to provide managers with accurate, relevant and timely information.
* To specify and develop reports to extract data from computerised information systems, utilising the service’s query tools, and to ensure that all data produced is accurate and valid.
* To operate control procedures to verify data and ensure that quality targets are achieved in respect of the information contained in the service’s management information systems.
* To contribute to the production of the statistical requirements of outside agencies, such as the Department of Health, Department for Education and other monitoring agencies.
* To provide data, advice and expertise regarding performance and planning information in respect of service plans, commissioning strategies and needs assessment.
* To produce, deliver and present agreed data and performance products and services as agreed through Service Level Contracts, for example with schools.
* To undertake presentations of planning and management information to relevant management teams and groups
* To liaise on a regular basis with managers within the service in order to assess and monitor the impact of quality initiatives.
* To provide advice to managers within the service in respect of management information activities.
* To establish and maintain appropriate networks in order to produce the requisite data for monitoring service and inter-agency activity.
* To contribute to the research and implementation of new tools and initiatives which improve the way that information and data are extracted, utilised and presented within the service and with partners.
* To utilise a range of software to ensure that management and planning information is presented in appropriate formats.
* To produce activity data that supports the service in undertaking efficiency and value for money exercises with financial and commissioning colleagues.
* To undertake any other duties at the discretion of your Line Manager.
* Commitment to continuous professional development.

The above is not exhaustive and the post holder will be expected to undertake any duties that may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 in performance/data related subject or equivalent in a relevant discipline
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| Experience | * Experience of producing and presenting statistical information
* Experience of working with and producing complex spreadsheets
* Experience of analysing data
* Experience of working with managers to define management information needs
* Undertaking and delivering statutory returns within required deadlines
* Extraction of information from computerised databases using query tools e.g. Discoverer, MS Access
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| Skills & Knowledge | * Analytical and methodical approach to problem solving
* Skills in using database query tools e.g. Oracle Discoverer, Cognos, Business Objects, SQL, MS Access etc
* How to make deductions from information to help inform judgments and decisions
* Numeracy skills
* High level of skills in using databases and spreadsheets to extract, analyse and manipulate data
* Ability to produce and present statistical information at a level appropriate for the target audience
* Project management skills
* Ability to produce clear and concise written reports for managers
* Ability to converse with technical and non-technical staff
* Negotiating skills
* Ability to meet set deadlines
* Excellent IT skills
* Good communication skills, able to communicate complex information clearly
* Knowledge of Data Protection Act
 | * Use of Geographical Information Systems.
* Knowledge of current issues facing Social Care, Education or Public Health
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| Personal Qualities | * Ability to work on own initiative and as a member of a team
* Understanding of needs of others
* Customer focussed
* Committed to continuous professional development
* Self Starter
* Motivated
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