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| **Job Description** |
| **Post title** | Information Management and Data Services Officer |
| **JE Reference No** | N7204 |
| **Grade** | Grade 9 |
| **Service** | Children and Young Peoples Services |
| **Service Area** | CYPS Operational Support – CYPS Systems & Data |
| **Reporting to** | The post holder will be a member of the Operational Support Service. The post holder will be accountable to a Senior Information Management and Data Services Officer. |
| **Location** | Your normal place of work will be County Hall, Durham. However, 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 **is** eligible 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, deliver and maintain management information and data products utilising a range of query tools (e.g. SQL Server Management Studio (SSMS), Visual Studio (VS), SSRS Mobile Reports/Report builder, Power BI), that meet the needs of the planning, performance and commissioning needs of Durham’s Children and Young People’s Service.

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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 and maintain a range of Dashboards and tools which enable a real time oversight and understanding of Service activity.
* To explore and implement new technologies which enable data sets to be matched across systems and then presented to provide greater insight into the activities of children and young people’s services.
* To specify and develop reports to extract data from computerised information systems, utilising a range of 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 Ofsted, Department for Education and other monitoring agencies.
* To provide advice and expertise regarding the provision of data to support service planning, commissioning strategies, performance management and needs assessment.
* To produce, deliver and present agreed data products and services as agreed through Service Level Contracts, for example with schools.
* To develop and undertake presentations to relevant management teams and groups in relation to the development and provision of data from Service computer systems.
* To liaise on a regular basis with managers within the Service in order to assess and monitor the impact of data quality initiatives.
* 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 and tools to ensure that data and management 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 complex spreadsheets
* Experience of working with managers to define data needs
* Have produced statistical returns within required deadlines
* Have written reports to extract information from computerised databases using modern query tools e.g. SSMS, SSRS, Visual Studio, Power BI etc.
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| Skills & Knowledge | * Analytical and methodical approach to problem solving
* Skills in using database query tools e.g. SSRS, Visual Studio, Business Objects, SQL, MS Access, Power BI etc.
* Ability to provide estimated timescales for work
* 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
* Ability to produce clear and concise information for managers
* Ability to converse with technical and non-technical staff
* Negotiating skills
* Ability to meet set deadlines
* Excellent IT skills
* Able to communicate complex information clearly
* Knowledge of Data Protection Act/GDPR
 | * Experience of Python/R
* Use of Geographical Information Systems.
* Knowledge of current issues facing Social Care, Education or Public Health
* Understanding of relational databases and how they store and structure data
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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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