



Coventry City Council

## Job Description

<b>Post:</b>	Management Information Systems (MIS) Manager	<b>Job Number:</b>	A5704
<b>Service:</b>	Adult Education Service	<b>Post Number:</b>	
<b>Location:</b>	Southfields Old School CV1 5EJ	<b>Grade:</b>	8

### Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our Commitment to becoming a more diverse and inclusive organisation.

### Job Purpose:

As a member of the Adult Education Service's Senior Management Team (SMT) you will participate in the development and implementation of service strategy across all aspects of the service's work. You will develop and lead a dynamic, proactive MIS department and be accountable for the direction, both strategically and operational, of the MIS, Administrative and Exams functions. You will ensure that all data requirements of funding organisations are met. You will provide managers across the service with reliable, up to date information and high-quality reports and ensure that SMT receives strategic insights derived from the reports.

### Main Duties and Responsibilities:

#### Strategy and Operations:

1. Lead the management of learner data systems for the service, encompassing processes such as creation of course codes, capture of individual learner data including learner outcomes and progression/destinations, maintenance of accuracy of all data, and production of ILR reports and other funding returns.
2. Lead the management of examination and formal assessment processes for the service.
3. Lead on the production and development of data reports, ensuring accuracy, timeliness and ease of use, including reports for self-assessment and other Quality purposes, and to support strategic decision making.
4. Lead on the preparation of the service's curriculum plans, bringing together projected volumes and income generation for all funding streams.
5. Lead communications and liaison with organisations that supply the service's learner data software and work closely with relevant Council departments regarding procurement processes and licensing.

## **Leadership and Management:**

1. Demonstrate and execute leadership behaviours that are consistent with the Service's and Council's values.
2. Effectively communicate the Service's vision, strategy and plans to the MIS and Administration teams to ensure priorities are aligned and achieved.
3. Lead the teams by setting clear objectives and targets, regularly monitoring progress and supporting individual development.
4. Support Service change initiatives.

## **Equality, Diversity and Inclusion:**

1. As a senior manager, ensure the organisation effectively fulfils its obligations and commitment to equality, diversity and inclusion through effective leadership and management.
2. Provide learner and course data reports by diversity and inclusion characteristics that enable managers to analyse the recruitment and progress of learners from different groups.

## **Quality and Standards:**

1. Respond to information requests and promote compliance across the Service in line with GDPR and associated legislation.
2. Ensure that the Service's data controls are robust, produce accurate and timely data, and meet internal and external data requirements.
3. Maintain a complete and up to date understanding of funding streams and advise on changes and impacts for the Service.
4. Lead on enhancements to processes, reporting and systems to give the Service an outstanding MIS service.
5. Develop robust processes for producing and maintaining accurate ILRs and optimising the ILR with respect to college Key Performance Indicators (KPI) for all funding streams.
6. Maintain the Learner Records and associated systems, providing training on the system as required and instigating internal audit checks of learner records to ensure the accuracy and completeness of data and records.
7. Support managers and curriculum teams by providing accessible, pre-populated pro-forma wherever possible for QA processes such as curriculum reviews, SARs etc, along with advice on ILR, data, and funding regimes.

## **Governance:**

1. Report on all MIS, Admin and Exams activities within specified timescales.
2. Ensure compliance with all statutory returns and standards, as required within the role.
3. Keep senior management informed of matters that could adversely affect the performance of the Service.

**Finance and Risk:**

1. Ensure that the reporting requirements of the Service are met in accordance with strategic and operational priorities.
2. Create and maintain robust reporting procedures, which meet internal and external requirements, ensuring all key performance indicators can be reliably measured and reported on.
3. Submit all required data returns to funding bodies within agreed timescales, taking appropriate actions to ensure data integrity and accuracy.

**Partnership working:**

1. Ensure an effective level of service and support is provided to internal and external customers.
2. Develop, deploy and maintain robust, accurate and user-friendly data and reporting systems, to enable consistent and accurate management information to be provided to all the Service's internal and external customers.
3. Liaise with all service functions to support effective and efficient enrolment systems, contributing to the design of enrolment related processes and data validation systems.
4. Liaise with funding and monitoring bodies to enable the development of effective systems controls, accurate exchange of information and robust decision-making processes to ensure the quality of information.

**Other Duties:**

1. Demonstrate a commitment to promoting and complying with, all Council and service policies and procedures with particular reference to Equality, Diversity and Inclusion, Safeguarding, Prevent, Financial regulations, Quality and Health and Safety.
3. Undertake continuing professional development as appropriate. Take a full part in the service's staff development programme, delivering training where relevant, including the appraisal process.
4. Undertake such other duties and responsibilities as may be reasonably required by your line manager with the level and grading of the post, working flexibly across other areas of the service as required.

Any other duties and responsibilities within the range of the salary grade.

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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** All staff within the area of responsibility  
**Responsible to:** Senior Lead – Adult Education Services  
**Date Reviewed:** May 2021  
**Updated:**



Coventry City Council

## Person Specification

<b>Job Title:</b>	Management Information Systems (MIS) Manager	<b>Job Number:</b> <b>A5704</b>
<b>Service:</b>	Adult Education Service	<b>Grade: 8</b>
<b>Location:</b>	Southfields Old School, CV1 5EJ	

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• An in-depth knowledge and understanding of funding methodologies and reporting requirements for relevant funding streams, such as Adult Education Budget, Study Programme and Apprenticeships.</li></ul>
	<ul style="list-style-type: none"><li>• An understanding of developing key performance indicators relevant to the Service's activity.</li></ul>
	<ul style="list-style-type: none"><li>• Knowledge and understanding of General Data Protection Regulation (GDPR) legislation and compliance.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrable knowledge of relational databases.</li></ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Demonstrate advanced level of IT Skills (e.g. SQL Server and report writing tools, MS Office, proprietary software etc).</li></ul>
	<ul style="list-style-type: none"><li>• Ability to produce data reports for managers against a wide range of indicators.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrate strong interpersonal skills across all levels of an organisation and with different stakeholders.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrate the ability to communicate effectively both verbally and in writing to a range of audiences.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to deliver relevant training to MIS team, managers and tutors.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to build strong, motivated and talented teams.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrate the ability to manage time effectively across a significant portfolio of work.</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Proven significant experience of working in MIS in an adult education service or similar setting.</li> </ul>
	<ul style="list-style-type: none"> <li>• Proven experience of working at a senior management level in an adult education service or similar setting.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of delivering against MIS related key performance indicators.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of liaising with external funding bodies.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of working with learner record systems, preferably ProSolution.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of working with awarding organisations.</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Degree level or equivalent qualification, or relevant technical qualification.</li> </ul>
	<ul style="list-style-type: none"> <li>• Evidence of continuous professional development relevant to the role.</li> </ul>

<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)</li> </ul>
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**Date Reviewed:** May 2021

**Updated:**