



Coventry City Council

Job Description

Post:	MIS Officer	Job Number:	L3897D
Service:	Employment and Skills	Post Number:	1009846
Location:	Southfields Old School	Grade:	G5

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:

To provide a technical administrative and service support function to the Adult Education Services in Coventry and Warwickshire, with particular responsibility for electronic management information systems, data collection and processing, funding rules and performance reporting.

Main Duties and Responsibilities:

- Undertake a full range of technical administration tasks in order to support the work of the Adult Education Services.
- Develop/maintain a detailed knowledge of specialist IT systems and workflow processes within the Adult Education Service and maintain an up-to-date knowledge of corporate systems and standards, to ensure consistency of administration procedures.
- Prepare and submit a range of regular data returns to funding and other external bodies, ensuring accuracy and meeting strict deadlines in order to secure funding for the Services.
- Review, develop and maintain office and systems procedures for the service to respond to change in policies and legislation e.g. changes to funding rules, Individualised Learner Record specification and ESFA, WMCA and Ofsted performance and data requirements.
- Provide expert knowledge to inform procurement specifications for management information systems.
- Analyse and interpret information from databases and systems to provide up to date management information and reports, including (but not limited to) quality monitoring and income projection.

- Oversee and monitor the performance of information systems and processes, reporting issues in a timely manner and identifying potential solutions/improvements.
- Collate and produce any documentation or data reports required to support Adult Education Service managers, including providing support in submitting bids for additional grant funding.
- Design and review systems and processes to ensure the service is able to meet the changing requirements of funding and inspection bodies.
- Oversee the collection of learner feedback, devising internal surveys, and coordinating and analysing the data from these and others required by external bodies.
- Maintain a detailed knowledge of funding regulations and eligibility as defined by funding bodies in order to provide correct advice to staff and learners, to ensure that regulations are adhered to and maximise funding generation opportunities.
- Work with the management of the Services to understand and develop new provision, providing expert advice on funding and qualifications methodologies to allow decisions to be made.
- Deal with a full range of queries including telephone and face to face enquiries, resolving queries and using judgment as to when to pass on more complex issues, including discussions with funding bodies.
- Develop good working relationships with external partners, e.g. Warwickshire Adult and Community Learning Service, Education and Skills Funding Agency and West Midlands Combined Authority.
- Develop appropriate external relations with other MIS professionals and represent the Service in external discussions regarding funding.
- Manage a team of data input staff, directing workflow and providing training and specialist advice as appropriate.
- Ensure regular one to ones and Appraisals are undertaken with the team, including clear objective setting, managing performance and individual development.
- Provide information to colleagues regarding changing data requirements, and contribute to training where required.
- Any other duties and responsibilities within the range of the salary grade.

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: Data input team

Responsible to: MIS Manager

Date Reviewed:

Updated: June 2022



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">Detailed knowledge of the data requirements of further or adult education providers
	<ul style="list-style-type: none">Knowledge of management information systems/software packages
	<ul style="list-style-type: none">Knowledge of funding methodologies used in further or adult education
	<ul style="list-style-type: none">A good understanding and knowledge of IT packages to produce high quality documents including reports, presentations and financial spreadsheets
	<ul style="list-style-type: none">Good knowledge of data protection procedures
	<ul style="list-style-type: none">A good understanding of and commitment to equal opportunities
	<ul style="list-style-type: none">A good understanding of customer care

Skills and Abilities:	<ul style="list-style-type: none">Excellent organisational skills to organise own workload, those of a small team and to establish priorities to ensure that tasks/duties are managed effectively
	<ul style="list-style-type: none">High level of IT skills to ensure precision and accuracy
	<ul style="list-style-type: none">High level of interpersonal skills in order to establish effective working relationships within the team, with customers and external organisations, e.g. funding bodies, other educational providers, software providers
	<ul style="list-style-type: none">Ability to communicate effectively at all levels, both orally and in writing, including presentations to large groups of people
	<ul style="list-style-type: none">Able to deal with confidential information appropriately
	<ul style="list-style-type: none">Ability to analyse, interpret and evaluate data/information accurately so that it can be used to inform Service decision making
	<ul style="list-style-type: none">Flexible and responsive to change, evaluating and formulating solutions
	<ul style="list-style-type: none">Able to manage and support a small team of data input staff

Experience:	<ul style="list-style-type: none">Working with management information systems in the context of further or adult education
	<ul style="list-style-type: none">Working with a range of IT databases and Microsoft applications
	<ul style="list-style-type: none">Producing a range of high quality documents, presentations, spreadsheets and management reports
	<ul style="list-style-type: none">Handling a varied and busy workload with conflicting demands and timescales

	<ul style="list-style-type: none"> • Handling confidential, contentious and sensitive information
	<ul style="list-style-type: none"> • Prioritising own workload and using own initiative to resolve issues
	<ul style="list-style-type: none"> • Supervision of a small team that provides excellent customer service in a timely manner

Educational:	<ul style="list-style-type: none"> • Level 2 in Literacy and Numeracy
	<ul style="list-style-type: none"> • Formal IT qualification at a minimum of Level 2
	<ul style="list-style-type: none"> • Having undertaken some management or supervisory training, e.g. CPD

Special Requirements:	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).
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Date Reviewed:

Updated: June 2022