Lincolnshire COUNTY COUNCIL

JOB DESCRIPTION & PERSON SPECIFICATION
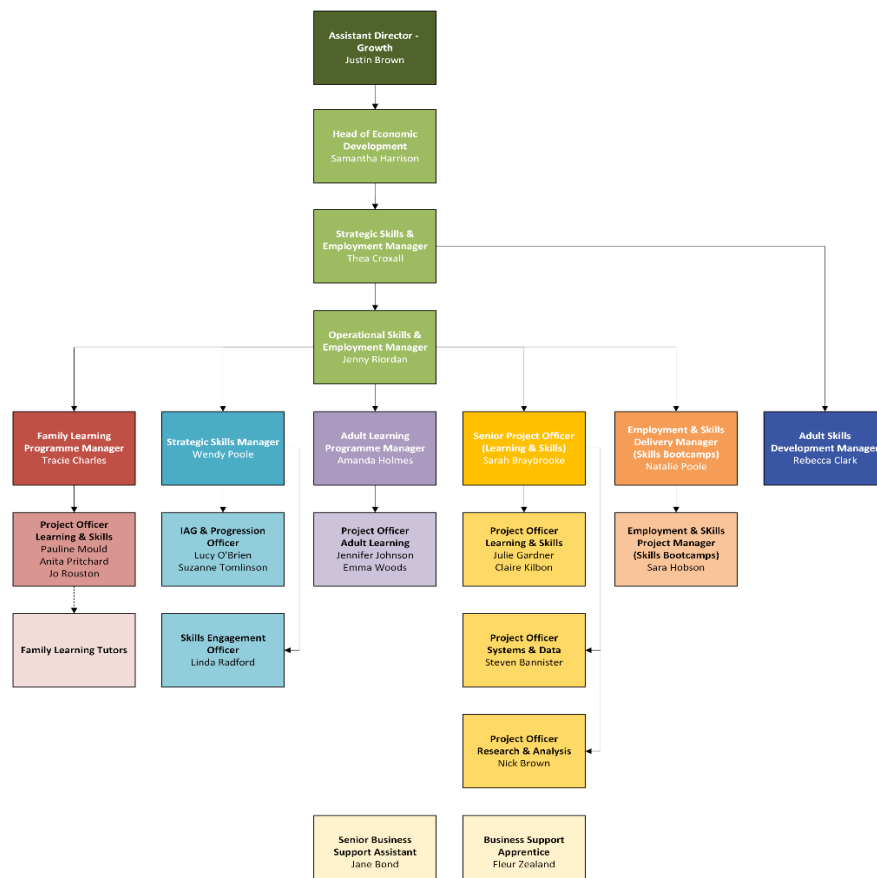
Director Area: Place	**Job Ref Number:** 04224
Service Area: Economic Development	**Grade:** G7

Job Title: Project Officer (Systems and Data)

PURPOSE OF JOB:

Located within Economic Development, the post holder will be primarily engaged in supporting the work of the Adult Skills and Family Learning Service through the collection, collation, analysis and dissemination of a range of data that provides business intelligence, and through ensuring effective system administration of a range of information management solutions that underpin and support service delivery.

The post holder will also be expected to take a lead role in the development, implementation and management of information systems designed to optimise performance management and support business processes. This will include taking responsibility for actively creating and establishing bespoke solutions as required.

Adult Skills & Family Learning Service

MAIN DUTIES:

1	To take a lead role in the delivery of a range of tasks associated with the provision of business intelligence through effective data and information management, particularly in relation to activities that support the work of the Adult Skills and Family Learning Service.
2	To be responsible for the collection, collation and storage of information held on a range of Management Information Systems in use across Economic Development, particularly that held on the TERMS Management Information System, and additional software such as Power BI and Word press.
3	To supervise the work of the Apprentice in the team. This will include the planning, checking, co-ordination and allocation of work, dealing with day to day capability issues, and carrying out appraisals and performance reviews. The post holder will also assume a mentoring role, providing guidance and advice in all matters relating to data and information management.
4	To interpret specifications for enhancements made by System Suppliers, to provide feedback and advice on suitability of their implementation, and to actively participate in the project management, testing, implementation and configuration of system upgrades and enhancements.
5	To take a lead role in the provision of advice, guidance and training to LCC staff and colleagues within external partner organisations in the operation and use of TERMS. This will include delivering training courses and producing relevant user guides and other literature as required, as well as ensuring the availability of telephone 'help desk' type support.
6	To provide a full range of system administration services that underpin the use of TERMS including e.g. allocating logins and user access permissions, establishing system parameters and variables, ensuring appropriate security protocols are in place, confirming system meets current Department for Education ILR requirements, bulk data handling procedures, and ensuring compliance with current GDPR legislation.
7	To support the Operational Employment and Skills Manager in ensuring that the Service makes the most of the new functionalities available through TERMS and Power BI. This will include developing a bespoke bank of data reports designed to meet service needs, and playing an active role in the development and maintenance of the 2Aspire web site and Power BI dashboards.
8	To ensure that quality assurance routines in relation to data held on TERMS and data received from the Department for Education – for example Occupancy Reports are established and developed, to support internal audit processes, and to create and oversee the running of a range of scheduled data monitoring reports, ensuring that any issues that arise are resolved promptly.
9	To be responsible for the regular creation of statutory ILR funding returns and to ensure they are fully validated before uploading to the Department for Education. This will involve working with different service managers responsible for differing aspects of Learning provision (LCC Employer Apprenticeships Provision, Inspire U and the Adult Skills team) to ensure any errors that are highlighted are rectified appropriately.
10	To support Learning Service contract monitoring arrangements by producing high quality data analysis on a monthly basis covering a range of learner, course and enrolment data, including that used to measure individual provider funding claims as well as Council Business Plan performance.

11	To lead on the development of improved processes for obtaining feedback from learners, tutors, employers and partners. This will include creating and analysing surveys using suitable software, producing appropriate reports and commentary, and the development and establishment of new web based electronic surveys.
12	To support the Operational Employment and Skills Manager and the Senior Project Officers in the team with the creation of bespoke systems and solutions that underpin a range of service delivery requirements, by providing advice and recommendations on their specification, development and design.
13	Ensure data is stored in such a way that information is easily accessible for Freedom of Information and ad-hoc enquiries, and to provide advice to users on data security issues in order to maintain data integrity.
14	To liaise with the LCC IMT team to keep up to date with, and ensure adherence to, national and LCC policies in relation to GDPR, and to ensure changes in requirements are cascaded to relevant staff as required.
15	Develop and maintain positive relationships and effective communication with managers and learning partners, to deliver an excellent service for LCC.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Qualifications Educated to NVQ Level 4 or equivalent	Application	Yes	
A professional qualification in a relevant discipline such as ICT or data handling	Application		Yes
Experience Advanced knowledge of IT packages including Microsoft Word and Excel	Application and Interview	Yes	
A high degree of experience in the administration of information systems and the use of software in extracting data from systems	Application and Interview	Yes	
Experience of working with and analysing large data sets including the reconciliation and comparison of data and information, in particular presenting this information in Power BI dashboards	Application and Interview	Yes	
Hands on experience of creating and developing information systems,	Application and Interview	Yes	
Knowledge of Information Governance and Data Protection procedures and legislation	Application and Interview	Yes	
	Application and Interview		Yes

Understanding of survey design principles and the use of electronic survey software

Knowledge and use of GIS systems | Application and Interview | | Yes |
| **Interpersonal**

Excellent communication skills, having the ability to work effectively with colleagues at all levels, both verbally and in writing, including those working internally as well as those within external partners | Interview | Yes | |
Ability to work as part of a team and has leadership skills required to mentor, supervise and manage staff	Interview	Yes	
Ability to manage and prioritise own workload, and to deliver in a reliable and consistent manner, often working to tight deadlines	Interview	Yes	
Thorough in their approach to work, pays attention to detail and demonstrates problem solving abilities	Interview	Yes	
Seeks to find ways to improve service delivery through innovation and new ways of working	Interview	Yes	
To have a good understanding of Risk Management and the implications of risk on the County Council and its delivery of services.

Interview | | | Yes |

*A = Application form   T = Test/Assessment   I = Interview   P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self–service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Details:

Job Title	Project Officer (Systems & Data)
Identifier	04224
Director Area	Place
Service Area	Economic Development
Score	450
Grade	Grade 7

Factor Levels:

Supervision/Management Of People	3.1
Dispersal Awarded	No
Creativity & Innovation	4
Contacts & Relationships	4
Decisions - Discretion	3
Decisions - Consequences	2
Resources	1
Work Demands	2
Physical Demands	1
Working Conditions	1
Work Context	1
Knowledge & Skill	4