**Job Description**

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| **Area/Section: Management Information Services**  **Post Title: Management Information Systems Officer**  **Responsible to: Head of Management Information Services** |
| ***OUTCOMES***   * ***To provide a flexible, efficient and comprehensive support service for the management information systems across the College*** * ***To maintain management information system elements including student monitoring, employer engagement, key college indicator dashboards, student portal, curriculum planning, and ILR data analyser*** * ***To assist the Head of MIS in the production of timely and accurate management information and returns*** * ***To deputise for the Head of MIS for matters relating to curriculum offer, employer engagement, and student monitoring systems*** |

**MAIN DUTIES AND RESPONSIBILITIES**

* To develop an understanding of the curriculum and its implications for College funding and the College’s management information systems.
* To monitor and review workloads, roles and responsibilities in close liaison with the Head of MIS and Senior Management Information Systems Officer ensuring all departmental priorities and procedures are understood and implemented to a high standard.
* To work with other support teams to set up robust end to end processes to support curriculum areas and identify improvements to working practices.
* To assist with the front-end development of relevant systems and procedures within the College.
* To develop and maintain knowledge of regulations and guidance relating to funding and returns in order to ensure accurate interpretation, implementation and compliance.
* To maintain the College’s Offer in liaison with Vice Principals and Curriculum Managers to ensure accuracy and identify required developments.
* To share responsibility for the input and maintenance of curriculum/course data on the student system and for resolving course queries including those relating to course structures.
* To ensure that student data and other statistical returns are submitted to the relevant external bodies to the specified format and deadlines.
* To assist with the validation, reconciliation and cleansing of data recorded within College systems to ensure its accuracy and completeness.
* To utilise and maintain other 3rd party systems as appropriate for the processing and analysis of College data.
* To extract, analyse, interpret and present data for the provision of regular management reports, statistics and performance indicators utilising report writing tools to ensure their accurate and timely production.
* To respond to ad-hoc requests for information, reports and statistics from staff ensuring they are correctly interpreted and complied with.
* To respond to queries and refer requests for information as appropriate to provide an effective, user-friendly and professional service to colleagues across the college.
* To train staff in the use of software and reporting databases, as appropriate.
* To assist in preparation for internal and external audit.
* To be responsible for the maintenance of relevant filing and records systems including appropriate procedures manuals and files.
* To deputise for the Head of MIS as appropriate.
* To assist in other areas of the College as required by the Head of MIS.
* To participate in the College’s appraisal scheme.
* To actively promote the equality of opportunity for staff and students at all times.
* To undertake any other such duties and responsibilities which may fall within the purview of such a post and grade.
* To ensure compliance with Data Protection Act.
* To comply with the College’s published policies, in particular those regarding health and safety and equal opportunities.

**Eastleigh College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

**The College Competencies.**

Listed below are the college competencies – these are the abilities based on behaviour that the college expects all employees to possess to a high standard. They are descriptions of behaviours i.e. demonstrate how a person does their job. They are not used in isolation from skills or experience but as an aid to judge the potential of applicants to contribute positively to the college’s performance.

**The job description attached will specify those competencies that are key to the role for which you are applying. When you are completing the section on ‘further information’ it would be helpful if you give examples of when you have demonstrated one or more of these ‘key’ competencies.**

**Communicating**

**Definition:-** Imparting or exchange of information, ideas and feelings using appropriate methods. Anticipating and making provision for the communication needs of others.

**Customer/Student Care**

**Definition:-** Identifying the needs of internal and external customers and works to exceed the customers’ expectations by delivering a high standard of serve or solutions.

**Developing Self and/or Others**

**Definition:-** The ability to maintain a high standard of professionalism and performance by identifying and creating development opportunities

**Managing (Time, Resources, People as appropriate)**

**Definition:-** The ability to manage time, resources and/or people to create the right climate in which college and personal objectives are reached.

**Planning and Organising**

**Definition:-** Establishing an appropriate course of action for self and/or others to accomplish a goal. Acquiring and using the necessary resources (e.g. materials, people, location,time) to reflect priority, number and complexity of activities undertaken

**Problem Solving**

**Definition:-** Identifying a potential problem, propose solutions that best fit the college and customer needs.

**Valuing Diversity**

**Definition:-** Responds sensitively to cultural differences within the team and wider working environment, remains flexible and open minded to others views and experiences

**Working with Others**

**Definition:-** Being able to work in a team environment, employing a keen and professional attitude and showing respect for others.

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| **Performance Indicator** **3** |
| **Imparting or exchange of information, ideas, feelings using appropriate methods. Anticipating and making provision for the communication needs of others.**  **Activities which demonstrate competence:**  Clarifies by asking questions and probes carefully to build up an accurate picture.  Keeps people up-to-date with information.  Able to talk to different people at all levels and demonstrates good presentation skills.  Uses appropriate language and tone, avoids or explains jargon  Checks own and others understanding. |
| **Identifying the needs of internal and external customers and works to exceed the customers’ expectations by delivering a high standard of service or solution.**  **Activities which demonstrate competence:**  Implements solutions to customer/student care problems  Identifies and takes action to avoid the repetition of customer/student care issues  Uses feedback to identify potential customer/student care issues. |
| **The ability to maintain a high standard of professionalism and performance by identifying and creating development opportunities for oneself and/or for others**  **Activities which demonstrate competence:**  Regularly reviews and identifies own strengths and weaknesses against objectives  Ensures others comply with legal requirements, regulations, college policies and codes  Shares knowledge and experience readily with others and encourages others to do so.  Encourages and supports others to make the best use of their abilities  Caters for learning differences  Develops and/or evaluates projects designed to enhance the quality of learning  Provides a clear and empathetic learning environment.  Supports the professional development of colleagues through mentoring, collegial and collaborative working relationships |
| **The ability to manage time, resources and/or people to create the right climate in which college and personal objectives are reached.**  **Activities which demonstrate competence:**  Questions others about activities and priorities to get information on the big picture  Adopts a collaborative management style. Values the team’s inputs ideas &contributions.  Encourages others to persevere and to strive to achieve objectives despite setbacks or unexpected challenges.  Develops constructive working relationships & discourages destructive attitudes & behaviour.  Inspires trust in others by being fair, open and accessible  Identifies potential conflict & ensures conflicts within the team are fully resolved.  Celebrates team & individual success; gives praise and promotes a positive atmosphere  Generates commitment & effort from staff by creating the right working environment. |
| **Establishing an appropriate course of action for self and/or others to accomplish a goal. Acquiring and using the necessary resources (e.g. materials, people, location, time) to reflect priority, number and complexity of activities undertaken**  **Activities which demonstrate competence:**  Determines and agrees plans for the completion of tasks and goals  Plans/organises work for others, receives regular updates on progress & against plan  Rapidly responds to changing operational requirements  Makes the best use of resources available and proactively seeks new sources  Organises own workload to enable tasks to be prioritised for the department/area  Forward plans & sets objectives to meet short, medium and long term needs |
| **Identifying a potential problem, propose solutions that best fit the college and customer/student needs**  **Activities which demonstrate competence:**  Encourages others to adopt a systematic approach to resolving problems  Takes personal ownership of the problem, escalating the problem where necessary  Generates or sources a variety of possible solutions from self & others to solve problems |
| **Responds sensitively to cultural differences within the team and wider working environment, remains flexible and open minded to others views and experiences**  **Activities which demonstrate competence:**  Developing actions and interventions to give everyone a chance to contribute and compete on equal terms  Recognises the opportunities presented by the diversity of people |
| **Being able to work in a team environment, employing a keen and professional attitude and showing respect for others**  **Activities which demonstrate competence:**  Develops team working within the dept/area  Understands and communicates the team’s goals and objectives  Recognises and uses individuals’ strengths within the team  Encourages others to participate in team discussions and activities  Motivates self and others to achieve team objectives |

**PERSON SPECIFICATION**

**Post Title: SENIOR INFORMATION SYSTEMS OFFICER**

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| 1.  EDUCATION/  QUALIFICATIONS  *Please mark with \* any qualification that is non negotiable for the role e.g. to satisfy awarding body requirements.* |  | **Weighting** | **Where will this be identified? *Tick boxes*** | |
| **App**  **Form** | **During**  **Selection** |
| Good standard of education (Level 3 equivalent) | 4 | √ |  |
| IT Qualification | 1 | √ |  |
| 2.  SKILLS  KNOWLEDGE  EXPERIENCE  *Please mark with \* any criteria that is non negotiable for the role e.g. to satisfy awarding body requirements.* | Experience of administrative role in an office environment | 4 | √ | √ |
| Ability to manage, extract and manipulate data held in databases | 4 | √ | √ |
| Advanced spreadsheet and word processing skills | 4 | √ | √ |
| Experience in analysing and interpreting data | 3 | √ | √ |
| Commitment to high levels of accuracy with excellent attention to detail and a strong analytical mindset | 4 | √ | √ |
| Experience in interpreting and complying with detailed procedures and regulations | 3 | √ | √ |
| Good interpersonal and communication skills, both written and oral | 3 | √ | √ |
| Ability to multi-task, show initiative and be self-motivated with a pro-active approach | 3 | √ | √ |
| Positive and flexible attitude to working under pressure within a busy environment working to fixed deadlines | 3 | √ | √ |
| Willingness to undertake routine tasks when required | 3 | √ | √ |
| Experience of training IT users | 1 | √ | √ |
| Experience of working in an FE environment and knowledge of funding/data requirements | 3 | √ | √ |
| 3. COMPETENCIES  *For all staff four key competencies are to be used as criteria. Only Managers are to be assessed on six competencies* | Communicating |  | √ | √ |
| Planning and Organising |  | √ | √ |
| Problem Solving |  | √ | √ |
| Managing Time and Resources |  | √ | √ |

**Weighting**

This form will be used to assess a candidate’s suitability for the post. The specifications listed in boxes 1 and 2 must be given a weighting in importance for the role as per the following guidelines:

1 = Desirable but not essential to the role

2 = Desirable but will only be relevant on occasions

3 = Essential – must have currently or has the potential to undertake development

4 = Critical - A significant requirement.

N.B. Ideally applicants should be able to meet all essential requirements of the job and it will be to their advantage if they are able to offer some of the lower weighted elements. The boxes on the right are to specify where the evidence may be identified. In some instances both boxes may be ticked. **Only use those ticked for application form for short listing purposes.**