



Title	Department	Post Ref.
Data Management Officer	Children, Families and Cultural Services	
Job Purpose To ensure that the data held within departmental information systems is consistent, accurate and complete and that data ownership and governance is disseminated throughout the department. To support the Senior Practitioner – Data Management and Information Governance to carry out information governance arrangements across the department. To ensure that the data held within departmental information systems is consistent, accurate and complete and that data ownership and governance is disseminated throughout the department. To support the Senior Practitioner – Data Management and Information Governance to carry out information governance arrangements across the department.		
Key Responsibilities <ol style="list-style-type: none">1. Lead on non-statutory data collections for the department, liaising with internal and external stakeholders to ensure the data is complete and accurate.2. To support the collection and validation of data in relation to non-statutory data collections and reporting.3. Manage the data processing and data import routines within and between departmental information systems.4. Coordinate information sharing and processing between systems external to the team or the department and with partners. <ol style="list-style-type: none">1. To support the Senior Practitioner – Data Management and Information Governance to produce and monitor information sharing and data processing agreements.2. Distribute guidance, providing advice and support to staff across the department and schools in relation to the data quality within departmental information systems.		Key Accountabilities <ol style="list-style-type: none">1. Measures and monitors the data quality of information collected and held by the department and resolve identified issues with the team responsible.2. Effective management and delivery to strict and demanding deadlines of projects, collections and data quality.3. Administers and promotes work in accordance with corporate, departmental and divisional quality standards.4. Keeps up to date with national policy relating to the postholders area of responsibility. <ol style="list-style-type: none">1. Sets a personally high standard of customer service as an example to staff including listening to customers and acting on feedback2. Leads by example in putting forward ways of working more efficiently and encourages colleagues to develop ideas for increasing efficiency.

<ul style="list-style-type: none"> 3. Undertake activities in relation to data processing, data quality and master data management on behalf of departmental information systems. 4. To liaise with and support managers and other system users across the department to ensure data governance, data ownership and information governance policies and procedures are adhered to. 5. To provide support to system users in relation to the data quality principles of accuracy, completeness, timeliness, integrity, validity and consistency. 6. Lead the responsibility for the master data management tasks across the systems managed within the team. 5. To provide support to, supervise and direct the work of specified staff. 	<ul style="list-style-type: none"> 3. Builds positive personal relationships with customers, colleagues and partners acting as a model both in terms of listening and explaining especially to resolve ambiguity. 4. Sets and delivers stretching personal goals and work standards 5. Quick to understand and model new ways of working, relevant technology and approaches
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

Education and Knowledge

1. Must be educated to A-level or equivalent
2. Evidence of continuous professional development
3. Knowledge and understanding of the main issues affecting the service area
4. Advanced skills in the use of Microsoft Office software, particularly Excel
5. Knowledge of data protection Detailed knowledge of relevant legislation affecting children and families, together with any other issues relating directly to the responsibilities of this post, e.g. Data Protection Act, Freedom of Information Act, etc.

Experience

14. Handling complex spreadsheets as well as manipulating and interpreting data.
15. Experience of managing and prioritising own work, including managing conflicting deadlines.
16. Experience of undertaking data processing, data collection and data quality tasks.
17. Communicating complex analysis, both verbally and in writing to internal and external customers.

Personal skills and general competencies

6. Puts into practice the Council's commitment to excellent customer care.
7. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
8. Works well with colleagues but also able to work on their own initiative.
9. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
10. Ability to critically evaluate complex needs, using highly developed problem solving skills
11. Ability to be innovative, diplomatic, approachable and flexible.
12. Ability to build strong working relationships at all levels across the Council as well with partners
13. Strong interpersonal skills to gain the agreement of others, including colleagues, senior managers and customers.

Role Dimensions

18. Lead and deliver data quality reporting and analysis on behalf of the departmental information systems managed by the team.
19. To support the Team Manager by processing invoices, journaling monies and supporting the budget management of the team.
20. Manage large complex and sensitive datasets ensuring they are accurate and complete

Please attach a structure chart

Date

Tier 7 - Frontline Roles