

## Kent County Council

### Job Description: *Senior Management Information Officer (Technical)*

---

<b>Directorate:</b>	Children, Young People and Education
<b>Unit/Section:</b>	Management Information & Intelligence
<b>Grade:</b>	KR11
<b>Responsible to:</b>	Service Manager – Education, Early Years & Wider Early Help

#### **Purpose of the Job:**

The Team is responsible for the provision of accurate and timely management information and performance reporting to support the Children, Young People and Education (CYPE) Directorate. The post-holder will be responsible for providing technical knowledge and expertise to ensure the effective use of appropriate technology to extract, interpret, analyse and report against activity, financial and performance data.

#### **Main duties and responsibilities:**

- Lead on the technical aspects required to deliver a high-quality management information and performance reporting function to support the Management Information team and the CYPE directorate.
- Establish a series of reports from Synergy and Core+ to provide an operational overview of the team's functions, performance and development within the context of the Management Information team and CYPE directorate to maintain a focus on how the team contributes to improved outcomes for Kent's children, young people and their families.
- Manage the use of a data warehouse/data lake to combine data sets from all systems used across the service, enabling more intelligent use of data and the use of integrated data sets and reporting.
- Liaise with ICT to ensure the efficient use of report writing tools, and the continual improvement of reporting capability.
- 'Trouble-shoot' where technical issues occur, identifying solutions and liaising with appropriate staff to ensure a timely resolution to problems.
- Specify and develop reports from the range of systems used to support Education, Early Years and Wider Early Help and commissioning systems.
- Support staff within the Service to develop their technical knowledge and skills, optimising their ability to use of report writing tools effectively.
- Manage the delivery of reports via SharePoint (or equivalent) to promote open and transparent access to reporting at all levels of the organization.
- Keep up to date with changing technology, maintaining technical knowledge and skills.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of the post.

# Kent County Council

## Person Specification: *Senior Management Information Officer* (*Technical*)

---

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be short listed.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Relevant degree level study or equivalent professional experience</p> <p>Clear commitment to further personal and professional development</p>
<b>EXPERIENCE</b>	<p>Experience of using relational databases</p> <p>Experience of children's and case management systems</p> <p>Experience of writing reports in a range of Business Intelligence applications: SSRS, Power BI and Crystal Reporting.</p> <p>Established experience of managing, building, analysing and reporting on large, complex datasets and using Data Warehouses and Data Lakes.</p> <p>Experience of using Microsoft environments (Office 365, Office, Teams, SharePoint, etc.)</p> <p>Experience of using SQL Reporting Technologies (MS SQL Reporting Services, T-SQL, Visual Basic, Access Reporting etc.)</p> <p>Experience of delivering training and/or workshops to internal/external colleagues and/or customers</p> <p>Established experience of project management and ability to deliver outcomes within tight deadlines</p>
<b>SKILLS AND ABILITIES</b>	<p>Able to lead on complex technical tasks leading to coherent and well informed guidance/advice to MI staff, customers and stakeholders</p> <p>Good presentation and communication skills with the ability to articulate complex concepts and ideas impartially to non-specialist audiences</p> <p>Ability to interact effectively between different levels of the organisation, between directorates and with other agencies</p> <p>Self-motivating with the ability to manage complex workloads to meet deadlines</p> <p>Ability to work effectively with minimal supervision.</p>

	<p>Ability to use technical knowledge and experience to identify and resolve complex problems</p> <p>Ability to work with colleagues from different teams and across organisational boundaries to achieve shared goals</p> <p>Ability to adapt to a changing environment.</p> <p>Ability to understand the priorities and importance of own workload and to prioritise in line with team objectives</p>
<p><b>KNOWLEDGE</b></p>	<p>Ability to understand the Education, Early Year and Wider Early Help agenda (specific knowledge of SEN is desirable but not essential)</p> <p>Knowledge of Power BI and the technical aspects required to implement and maintain a working environment.</p> <p>Knowledge of SSRS and T-SQL required to design reports from Synergy.</p> <p>Good understanding of legislative and policy framework for Children, Young People and Education services including proposed developments</p>
<p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>