

Kent County Council

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

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| Directorate: | Children, Young People and Education |
| Unit/Section: | Management Information & Intelligence |
| Grade: | KR11 |
| Responsible to: | 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.

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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.

| | CRITERIA |
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| QUALIFICATIONS | <p>Relevant degree level study or equivalent professional experience</p> <p>Clear commitment to further personal and professional development</p> |
| EXPERIENCE | <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> |
| SKILLS AND ABILITIES | <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> |

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| | <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> |
| KNOWLEDGE | <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> |
| KENT VALUES AND CULTURAL ATTRIBUTES | <p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> |