

## Kent County Council

### Job Description: *Management Information (MI) Officer*

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| <b>Directorate:</b>    | Children, Young People and Education      |
| <b>Unit/Section:</b>   | Management Information                    |
| <b>Location:</b>       | Invicta House                             |
| <b>Grade:</b>          | KSG                                       |
| <b>Responsible to:</b> | Senior Management Information Officer KSI |

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

The purpose of this post is to carry out accurate, timely and high quality data input, collation, processing and analysis to ensure the operational delivery of an excellent management information service for customers including the Children, Young People and Education directorate, other KCC directorates, Members, Internal and External Boards, its partners and education providers.

The postholder will also be required to provide appropriate training and support to colleagues and customers to ensure they are able to take full advantage of management information services.

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

- To work jointly with colleagues across the team and in all Children, Young People and Education units to effectively improve the quality of management information for the directorate and to raise the profile of the service
- To assist colleagues and customers in identifying their information and data requirements, and provide advice on complex data and information management.
- To extract, collate, interrogate and present data and information in appropriate formats for a range of customers including colleagues across the directorate, partner organisations, Elected Members, and education providers.
- To identify and interpret relevant legislation, policy and guidance and apply it to the role to ensure compliance with required practice and standards (including secure information sharing).
- To apply specialist knowledge of management information services, systems and processes to solve complex and technical problems and identify opportunities to improve the service.
- To deliver training to colleagues and customers as required.
- To lead and manage large-scale projects within the team, covering either statutory processes/returns to government, or reporting and data analysis.

- To line manage Management Information Assistants. This will include setting staff targets, supervising the work of MIAs in relation to specific projects, and helping colleagues to resolve complex problems and answer non-standard customer queries.
- To produce and co-ordinate accurate, relevant and tailored information and data, and provide appropriate analysis to support business planning, performance monitoring, performance management, policy development and service improvement, and to respond to Freedom of Information requests.
- To prepare and submit statutory data collections and census returns, and to apply all relevant checks to ensure appropriate data quality.

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 post.

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### Person Specification: **Management Information Officer**

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

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

|                                   | <b>Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>Qualification</b>              | NVQ level 4 or equivalent qualification or demonstrable equivalent knowledge and skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Experience &amp; Knowledge</b> | <p>Experience of using IT packages including Excel, Access and Crystal.</p> <p>Experience in working within a management information environment.</p> <p>Experience of delivering training and/or workshops to internal/external colleagues and/or customers.</p> <p>Good knowledge and understanding of legislative and policy requirements in relation to management information within an education and young people's setting and how they apply to the role and impact upon the wider directorate.</p> <p>Awareness of management information targets, measures and indicators as set by local and national Government, and how they are used within a performance management framework.</p>                                                               |
| <b>Skills/Abilities</b>           | <p>Ability to supervise and motivate staff, delegating tasks and prioritising projects effectively</p> <p>Excellent oral and written communication skills</p> <p>Excellent technical skills including advanced use of MI systems, Access, Excel, Crystal Reporting and Business Objects</p> <p>Ability to work with colleagues from different teams and across organisational boundaries to achieve shared goals</p> <p>Ability to analyse and report on a wide range of information and data</p> <p>Ability to use technical knowledge and experience to identify and resolve complex problems, including understanding of technical infrastructure and architecture of management information systems in order to identify more efficient ways of working</p> |

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|                                            | <p>Good organisational skills and ability to prioritise workload and work to deadlines, using project management skills</p> <p>Ability to adapt to a changing environment, to understand information and learn quickly to adapt to new systems and ways of working</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Kent Values and Cultural Attributes</b> | <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> |