

Kent County Council

Job Description: *Management Information Assistant (Data Quality)*

Directorate:	Children, Young People & Education
Unit/Section:	Management Information & Intelligence
Grade:	KR6
Responsible to:	Management Information Officer

Purpose of the Job:

The Management Information & Intelligence team is responsible for the provision of timely, accurate data to support operational service delivery for Children, Young People and Education (CYPE) services and to provide performance reporting against key national and local strategic priorities. There are three workstreams within the team: management information and performance reporting; data quality; and systems training and support.

This post will be focused on data quality, ensuring that accurate, timely and high-quality data is recorded in relation to children, young people and their families.

Main duties and responsibilities:

- Ensure that accurate and timely data is maintained across all relevant case management systems. This will be done through the allocation and completion of scheduled and ad hoc data quality tasks.
- Undertake data cleansing work required to support the accuracy of management information, including the submission of statutory returns to central government.
- To act as the first point of contact for system users, managing queries and handling routine requests.
- Provision of support and guidance to system users, promoting a “right first time” approach to data input.
- Data input for core Management Information responsibilities
- To apply technical understanding of the case management systems to identify issues either with data held or with system functionality. Resolve issues where appropriate, escalating to Management Information Officers where no known resolution can be applied.
- Undertake system testing and provide support to users following system upgrades or system changes.
- Undertake duties in line with legal requirements and agreed practice including access to information, and secure information sharing.

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 Assistant (Data Quality)*

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.

	Criteria
Qualification	<ul style="list-style-type: none">• NVQ level 2 or equivalent qualification or demonstrable equivalent knowledge and skills
Experience	<ul style="list-style-type: none">• Experience of using advanced Microsoft applications• Experience of using computerised case management systems• Experience of identifying and rectifying data quality issues• Experience of a customer service environment
Skills and Abilities	<ul style="list-style-type: none">• Ability to understand and manage data and information and accurately input and extract information using data systems• Good oral and written communication skills including email and telephone communications with customers and colleagues, and in written correspondence• Good organisational skills and ability to prioritise and complete tasks• Ability to work with colleagues from different teams and across organisational boundaries• Good analytical skills using Excel• Ability to understand information and learn quickly to adapt to new systems and ways of working• Ability to solve problems• Commitment to equalities and the promotion of diversity in all aspects of working• Ability to travel across a wide geographical area if required, using either personal or public transport.
Knowledge	<ul style="list-style-type: none">• Awareness of management information targets, measures and indicators as set by local and national Government.• Knowledge of bespoke case management systems, for example Liquid Logic Children's Systems, Early Help Systems (or equivalents)

	<ul style="list-style-type: none"> • Knowledge of Data Protection legislation
Behaviours and Kent Values	<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 Curious - constantly learning and evolving Compassionate and Inclusive Working Together - building and delivering for the best interests of KCC Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making</p>