
Directorate:	Children, Young People and Education
Unit/Section:	Management Information & Intelligence
Grade:	KR9
Responsible to:	Senior 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.

This post will be within the reporting team and will be responsible for the provision of an excellent management information service for customers, ensuring that their needs for management and performance information are met. The postholder will also be required to provide appropriate training and support to colleagues to ensure they are able to take full advantage of management information services.

Main duties and responsibilities:

- To work with colleagues across the team and in Children, Young People and Education services to improve the availability and quality of management information.
- To extract, analyse, and present data and information in appropriate formats for a range of customers including colleagues across the Directorate and KCC, elected Members and partner organisations. This will include responding to Freedom of Information requests.
- To deliver training and support to colleagues, ensuring that staff can access and utilise the full range of information available to them.
- To take responsibility for seamless workload management, including the prioritisation of work, meeting deadlines and resource management.
- To apply specialist knowledge of management information systems and processes to solve complex and technical problems and identify opportunities to improve service delivery.
- Preparation for and support to a variety of inspections and audits through the co-ordination and provision of relevant information, analysis and business knowledge.

- Proactive in response to change and through research identify emerging issues and new requirements to ensure products and services, processes and systems are fit for purpose now and in the future. Design and develop new systems and novel approaches where necessary.
- Undertake project work as and when required.

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

Kent County Council

Person Specification: Management Information Officer (Reporting)

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

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

	Criteria
Qualification	NVQ level 4 or equivalent qualification or demonstrable equivalent knowledge and skills
Experience & Knowledge	<ul style="list-style-type: none"> • Experience of working within a management information environment • Experience of analysing large datasets and presenting findings • Experience of using MS applications including advanced use of Excel. • Knowledge of legislative and policy requirements in relation to management information within a children's services setting and how they apply to the role and wider MI&I service • An understanding of the data used within Early Help/Children's Social Care. • Awareness of performance targets, measures and indicators as set by local and national Government.
Skills/Abilities	<ul style="list-style-type: none"> • Ability to write/edit SQL (using SQL Server Management Studio), and develop engaging Power BI reports, or a willingness to develop these skills. • Advanced Excel skills • Ability to analyse and report on both qualitative and quantitative information • Excellent oral and written communication skills including report writing, representing MI&I at meetings and events, telephone communications with colleagues and customers • Ability to use technical knowledge and experience to identify and resolve complex problems • Good organisational skills and ability to prioritise workload and work to deadlines • High attention to detail • Ability to work with colleagues from different teams and across organisational boundaries • Confidence to deliver training and support to colleagues, ensuring that staff can access and utilise the full range of information available to them • Commitment to equalities and the promotion of diversity in all aspects of working • Ability to understand information and learn quickly to adapt to new systems and ways of working • Ability to travel across a wide geographical area if required, using either personal or public transport.

**KENT VALUES
AND CULTURAL
ATTRIBUTES**

Kent Values:

- 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making