

MANAGEMENT INFORMATION OFFICER



Role Profile

Title	Management Information Officer	
Grade	GRADE E	
Reference:	N1113	
Reports to:	Data and Information Manager	
Work style Definition	Office based hot–desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	<p>To provide accurate data input and validation, preparation of learner recording documentation, data and monitoring returns</p> <p>To produce regular accurate reports from the data source for management's use in monitoring and improving Plymouth City Council's Adult Education Budget (AEB) contract and attainment of Key Performance Indicator; ensuring all documents and data meet Education and Skills Funding Agency (ESFA) and other funding and regulatory bodies.</p> <p>To contribute to maximising efficiency of ESFA contracts; including improving performance, QA and compliance, and contract administration.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <p>Data (70%)</p> <ul style="list-style-type: none"> ▪ Maintain Individualised Learner Record (ILR) databases and supporting documentation to validate/evidence delivery of learning provision ▪ Produce accurate funding returns to the Data and Information Manager to facilitate submission of funding claims and management reports ▪ Resolve anomalies contained in data reporting to ensure accuracy of ILR evidence, ▪ Development and operation of appropriate systems, processes and documentation to ensure effective collection and maintenance of learner and course data 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Complete and accurate learner evidence maintained to support funding claims ▪ Accurate and timely reporting completed to support reporting of performance of contracts ▪ Data Management Information (MI) systems effectively utilised to efficiently support delivery of contracts ▪ High levels of learner satisfaction reported as part of the OCSW Learner Satisfaction Survey

	<p>Compliance (20%)</p> <ul style="list-style-type: none"> Assist the Data and Information Manager in compliance with Funding Body, Plymouth City Council and other audit requirements. Develop and implement tracking systems to monitor and record the audit trail in line with Funding Body requirements Monitor all other associated procedures relating to learner participation, retention and achievement, and other learning outcomes, including progression. <p>Customer Service (10%)</p> <ul style="list-style-type: none"> The development and maintenance of course files/VLE. To provide excellent customer service through the provision of universal Information Advice and Guidance (IAG) supporting learners to enrolment and throughout their learner journey 	
Key activities	<p>Data 70%</p> <ul style="list-style-type: none"> Using management information systems set up and record course, learner and funding data Input and retrieve data and MI, maintain data collections, and provide reports from ILR databases and other software programmes Produce funding returns to support the Data and Information Manager complete electronic and paper-based submissions as required. Identify and investigate anomalies contained in data reporting, providing suggestions for solutions where appropriate. Interact with ILR bespoke software to ensure systems demonstrate validated learning activities in support of funding claims. <p>Compliance 20%</p> <ul style="list-style-type: none"> Maintain evidence for audit and compliance Track completion of programmes and archive associated evidence Assist with learner eligibility, recording and activity documentation <p>Learner and Customer Service (10%)</p> <ul style="list-style-type: none"> Maintain VLE Create user accounts for learners 	

	<ul style="list-style-type: none"> ▪ Respond to all enquires via telephone, email, website and social media supporting learners at every stage of their learning journey and maintaining the Customer Relationship Management system ▪ Provide support to learners and tutors to enable them to access online learning platforms e.g. Google Classroom ▪ Carry out associated processes including taking enrolments (and collating eligibility evidence), taking payments and managing refunds where necessary. ▪ To work across teams, departments and external partners to implement processes and procedures that enhance the learner experience across contracts ▪ Carry out other duties appropriate to the grade of the post including but not limited to: <ul style="list-style-type: none"> ▫ To take personal responsibility for the roles all staff need to follow in relation to Safeguarding and Prevent, Equality and Diversity, Health and Safety and Data Protection ▫ To ensure compliance of all aspects of service delivery with ESFA, Ofsted, contractual and legislative guidance ▫ To work across teams, departments and external partners to implement processes and procedures that enhance the learner experience across contracts ▫ To generate written content that can be used for promoting the service through various channels ▫ To proactively manage stakeholder relationships ▫ Willingness to undertake further training and Continued Professional Development as required in the role <p>NOTE – the post holder will be required to provide evening cover to 9pm on a rotational basis with other members of the team</p>
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Knowledge of data capture systems in line with Funding Body requirements ▪ GCSE's Grade (A*-C) or equivalent in English and Maths ▪ Level 3 ICT Qualification or equivalent ▪ Understanding of General Data Protection Regulations
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Knowledge of data systems across education, skills and economic development environment
Essential experience	<ul style="list-style-type: none"> ▪ Experience of using adult learning quality and funding web-based databases and tools to search, retrieve and manage information ▪ Experience of identifying and applying quality improvement actions to ensure compliance with stakeholder e.g. Funding Body audits assurance or learner records ▪ Experience and knowledge of Adult Learning Requirements including Funding Body and Ofsted ▪ Experience of using a wide range of ICT software

Desirable experience	<ul style="list-style-type: none"> ▪ Experience of using TERMS Evolution ▪ Experience and knowledge of Funding Body funding and data criteria ▪ Experience on providing management information and the use and manipulation of complex data records ▪ Experience and awareness of Equal Opportunities and Health and Safety in relation to Adult Learning
Essential skills	<ul style="list-style-type: none"> ▪ Methodical and logical approach to tasks ▪ Ability to handle and interpret large datasets ▪ Problem solving and planning skills to resolve issues and make effective and efficient use of bespoke software and resources ▪ Strong interpersonal and communication skillset, both orally and in writing to build and maintain excellent working relationships with colleagues and stakeholders
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	