



Role Profile

Reference Number	MUL027
Role Title	Data and Systems Officer III
Directorate	Multiple
Department	Multiple
Reports to	

Role Purpose

Provide specialist support for data and associated systems/databases, ensuring the availability of accurate management information and analysis that supports business planning and service development, and to ensure that procedures are followed to support quality assurance of data. The role may also provide instruction and escalation for more junior roles who assist with data processing and quality.

Accountabilities

- Provide specialist knowledge of data/systems/databases, giving guidance, advice and support to colleagues and partners so that they can use and exploit the resources available and help to tailor reports or analysis to their specific business need.
- Use robust processes and systems for research, collection, verification and calculation of data and management information within the organisation and with partners.
- Conduct regular data cleansing tasks on a database or system to ensure that the quality and integrity of data is maintained, and identify risks with current data storage and use, so that lessons can be learned and future breaches minimised.
- Identify and implement data quality and data capture improvement tasks to ensure system data is of high quality and to create more effective ways of working.
- Provide timely, relevant research, data, information, reports, trend data and interpretations to support business processes such as decision making, business planning, or statutory returns.
- Proactively offer advice and training to data and system users, so that staff are competent in using data systems and processes, and good data governance is present and practised in the department.
- Build relationships and consult with system and data users/partners/suppliers to provide advice, promote the uses of the data systems, and to resolve issues, so that data and related systems are used to enhance and support service provision.

Knowledge / Skills / Experience required

- HND Level qualification or equivalent.
- ICT qualification (e.g. ITIL Foundation) or equivalent.
- Knowledge of the work and associated processes of the work undertaken in the department/business units served.
- Excellent knowledge of Microsoft Office including the ability to draw analysis and reports.
- Advanced knowledge of the processes and knowledge of the regulations relating to data protection.
- Understanding of project management principles and how to apply them.
- Experience of interpreting data and producing and presenting clear summary information.

- Ability to work independently within a department or business unit, planning ahead for upgrades and developments, and responding to requests for support.
- Ability to translate technical concepts and information into more accessible language for non-specialists, and to advise and guide others or to generate acceptance around technical solutions to business requirements
- Ability to present and explain data analyses and reports to senior officers, giving both formal and informal presentations.

Dimensions of role

- This role does not have any supervisory or management requirements, but may provide guidance or support to more junior colleagues
- This role does not manage any direct budgets.
- Planning will typically be over days and weeks but the role holder will need to understand the work of the team, and be able to organise their own time.

Notes

Date:	01/02/2021
Working Conditions:	• Working conditions do not have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them.
Working Arrangements:	• No specified working arrangements outside of a normal working pattern.