

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Data Management Officer

Digital, Technology and Innovation (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide a data quality service to support the information requirements of managers to aid the decision making process.

To support and maintain the Directorates systems databases so that information is accurate, up to date and therefore fit for the functions they support. Ensuring the integrity of our data, providing support and guidance to users, conducting testing, and carrying out daily data processing activities.

Accountable to:

The role is accountable to the Data Management Team Leader. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

- 1 Run daily housekeeping and exception reports to check for on missing / inaccurate data and investigates problems which slow down the system or affect the quality of the data. They determine and resolve problems that affect the quality of the data on the system by inputting missing data, correcting data.
- 2 Identifies if there are trends to incorrect data; for example if it is particular individuals or particular system process which lead to errors. If required provide support and guidance to users or collaborate with the Functional Analyst to explore potential changes or improvements to help to mitigate errors and maintain the integrity of the data
- 3 As an expert user for the systems and available to assist in User Acceptance Testing as required ensuring that the system is functioning as intended and that users can effectively utilise its features.
- 4 To facilitate the adoption of system changes and promote greater knowledge within service areas, provide assistance with system training as needed.
- 5 Run daily reports to check for duplicate records; this will be increasing essential as payments are generated from the systems.
- 6 Provide second line customer focussed support to Council staff resolving incidents affecting data quality by inputting missing data or correcting data.
- 7 Liaise and communicate effectively with users, providing updates and status information as needed. Build positive relationships with users, ensuring that they are satisfied with the level of support received.
- 8 To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

- 9 Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 10 Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Demonstrate effective use of Office 365 with an excellent understanding of Excel and the use of spreadsheets to manage and use data. | Essential | A, I |
| Able to proactively identify data issues and solution orientated approach. Good listening skills to analyse issues and then provide guidance as to how to correct the problem. | Essential | A, I |
| Ability to analyse information and identify potential errors and inconsistencies and ensuring that all customer requests are addressed thoroughly and accurately. | Essential | A, I |
| Good communication skills to discuss and resolve data issues with front line staff either over the phone or in person. | Essential | A, I |
| Ability to write clear and concise instructions and use language that is easily understood | Essential | A, I |
| Ability to work as part of a team | Essential | A, I |
| Able to influence and negotiate with team members regarding the ease of use of the system for front line staff and improvement requirements | Essential | A, I |
| Good organisation skills with an ability to prioritise and work to deadlines | Essential | A, I |
| Ability to handle pressure, prioritise conflicting demands and meet challenging deadlines. | Essential | A, I |

| Knowledge: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Excellent knowledge of Office 365 applications | Essential | A, I |
| Knowledge of computerised database, this includes of data structures, maintenance and relationships within systems. | Essential | A, I |
| Working knowledge of social care / education applications eg Capita One / Carefirst / Eclipse | Desirable | A, I |

| Relevant experience: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Experience in using a computerised database. | Essential | A, I |
| Experience of customer care to help support people (training environment / helpdesk) providing excellent service and support to customers | Essential | A, I |
| Previous experience in a social care / education environment. | Desirable | A, I |

| Education, training and work qualifications: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
|--|-----------------------|-------------|

| | | |
|---|-----------|---------|
| Able to demonstrate a good level of education equivalent to GCSE standard in English or Maths | Essential | A, I, D |
|---|-----------|---------|

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

| | | | |
|--|-------------------------|-------------------------------|-------------------------------------|
| Hours: | 37 per week (Full Time) | Primary work base: | Remotely from home/One Angel Square |
| Job family band: | PS04 | Worker type: | Flexible |
| Salary range: | £26,516 to £28,013 | Budget responsibility: | None |
| People management responsibility: | None | | |

Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will. |
| H High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | we respect each other and our customers in a diverse, professional and supportive environment. |
| I Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E Empower | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

