



## **Job Description**

**Job Title:** Management Information Analyst

**Responsible to:** Data and Research Manager

**Grade:** D (Technical)

### **Purpose of the Job:**

The focus of the role is to ensure the timely and accurate production of data, performance and intelligence relating to all Career Connect contracts

### **Principal Duties and Responsibilities:**

1. Develop, amend and produce of a suite of reports that will be made available to Team Managers and others to enable them to effectively manage performance across all Career Connect contracts
2. Assist in the Charity's goal of increasing automation of reporting through the use of tools such as Power BI.
3. Produce a suite of reports to assist commissioners in the management of the service while ensuring data is posted to the LA Web Portal/Share Point in line with contractual obligations.
4. Contribute to the production of a suite of reports to assist with management and delivery of ESF contracts
5. Provide timely and accurate responses to ad hoc data requests from a range of internal and external stakeholders.
6. Use a range of tools to identify data errors in the various Career Connect databases and perform remedial action to ensure that the quality of data held by Career Connect is of the highest standard.
7. Contribute and co-ordinate the setting and monitoring of targets and impact measures in relation to all aspects of Career Connect contracts
8. Contribute to the effectiveness of working groups internally and externally that respond to the MI and data requirements and obligations of Career Connect.
9. Support colleagues with provision of data and insight in order to inform intelligent bids and business proposals.
10. Contribute to the Charity's aim of increasing its research and intelligence capacity in order to increase Career Connect's profile and advocate for our client group.

11. Provide effective training to staff, managers and external stakeholders as is necessary on all aspects of Management Information including the generation of Work Instructions, User Guides and Training Manuals.
12. Promote the safeguarding and welfare of children, young people and vulnerable adults that you come into contact with or are responsible for, in accordance with Career Connect's Safeguarding policy and procedures.
13. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the General Data Protection Regulation 2018 and other legislation with regard to the processing of any personal data.
14. Undertake mandatory training and other relevant training as agreed to promote continuous professional development and best practice.

### **Corporate Duties and Responsibilities**

1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio
2. Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with Career Connect Safeguarding policy and procedures.
3. Helping to maintain a safe and healthy working environment in accordance with Career Connect Health and Safety policy and procedures.
4. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the General Data Protection Regulation Act 2018 and other legislation with regard to the processing of any personal data.
5. Promote and maintain Career Connect policies on Equality, Dignity at Work and Code of Conduct.
6. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed.
7. Proactively seek feedback from customers/ commissioners/ colleagues to identify improvements to professional practice.
8. Operate at the level expected for this role, in line with core competencies and values of the Charity.
9. Adhere to Career Connect policies and procedures on sustainability.
10. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations.
11. Act in a risk aware rather than risk averse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.

**Additional Key Responsibilities:**

1. To act as a point of contact for the management information and data requirements of the commissioners that Career Connect serve.
2. Effective liaison with external partner agencies outside in handling their data demands.
3. Implement and follow Career Connect's policies and procedures to promote business continuity in emergency situations.
4. Career Connect seeks to be risk aware rather than risk averse. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.
5. Help to maintain a safe and healthy working environment in accordance with Career Connect's Health and Safety policy and procedures.
6. Promote and maintain Career Connect's policies on Equality, Dignity at Work and Code of Conduct.

**Please note**

This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties can vary from time to time without changing the general character of the post or the level of responsibility entailed.

This could include working across a range of contracts according to the needs of the business.



## **Person Specification**

### **Essential Experience, Knowledge, Skills and Abilities:**

- a) A relevant degree level qualification in a related subject is desirable but not essential
- b) Track record of using Management Information systems would be advantageous
- c) Ability to organise and prioritise work demands to meet deadlines with minimum supervision
- d) Knowledge of policy, legislation, strategy and requirements in relation to the analysis and use of Management Information, including GDPR and Data Protection
- e) Expert knowledge of database structures and the various tools used to generate and present Management Information. Knowledge of Crystal Reports would be advantageous
- f) Expert knowledge of the Microsoft Office suite
- g) High standards of written and oral presentation and communication skills.
- h) Ability to influence, motivate and encourage others.
- i) A commitment to continuous professional development.
- j) Experience and involvement in the identification and meeting of staff training needs.
- l) Experience of developing and implementing monitoring systems and effective performance management would be advantageous