

ROLE PROFILE

Job Title:	Data Quality Officer (School Census)
Department:	Assistant Chief Executive
Division:	POLICY, PROGRAMMES & PERFORMANCE
Grade:	Grade 10
Hours (per week):	18 hours per week (0.5 FTE)
Reports to:	Performance and Strategic Intelligence Manager - CYPE
Responsible for:	Not responsible for any line management.

Role Purpose and Role Dimensions:

This is a key role in the Business Intelligence & Performance team responsible for the collection and validation of data for statutory school census returns; these returns inform funding allocations for schools in the borough and associated service provision. The role includes working with complex data sets, communicating and negotiating with schools to ensure they understand requirements from the Department of Education and submit their returns on time.

This role requires strong analytical skills and the ability to make sense of complex data sets, a good knowledge of MS excel is essential and knowledge of MS access desirable. The post holder would be required to communicate effectively and build strong working relationships with schools, colleagues in CYPE and the Department for Education.

Key responsibilities;

- As a member of the Performance & Intelligence team (Children, Young People & Education), to engage in analysis for a specialist area, enabling reporting of performance information to the CYPE department.
- Leading on the completion and delivery of school censuses e.g., Pupil level schools census, Workforce, alternative provision, PRU and other statutory returns for CYPE and ACE departments. Ensuring the provision of accurate, timely and secure data.
- Transfer of data from schools using secure transfer software and upload to statutory reporting bodies e.g., DfE.
- Use of B2B and S2S systems cleaning, quality assurance and import of data. Administration of Login as applicable.
- Act as “Collect” administrator for web upload systems for data and returns
- Responsible for quality review, advice and challenge for data supplied to the ACE and CYPE departments.
- Project management, arrangement and administration of group meetings and activities relating to the Censuses and related systems.
- Creation of training materials, delivery of relevant awareness training and support to colleagues and managers. The production and maintenance of user guides for area of responsibility.

Commitment to Diversity:

To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key External Contacts:

- Department for Education
- Schools and academies
- Local authorities
- London-wide performance network
- Local and national voluntary organisations
- External auditors
- External consultants,
- Joint-working partnerships
- Primary Care Trust
- Software providers
- Specific focus groups and research institutions.

Key Internal Contacts:

- Directors/Heads of Service
- Service/Team manager
- Data analysts
- Managers
- Departmental colleagues
- Admissions and school place planning team
- ICT teams
- Other Council employees

Financial Dimensions:

Anticipated timely and accurate performance information contributes to resource planning, commissioning, external grant applications and project bids (e.g., school place planning, provision for children who special educational needs).

The post holder is responsible for making the statutory returns to the DfE on time. The impact of late submission or incorrect pupil numbers etc may affect overall funding levels.

National indicator (NI) data set for children's services.

Key Areas for Decision Making:

- Verification of the data for inclusion in statutory returns and PIs
- Submission of Governmental returns and National Performance Indicators (NIs)
- Action planning and data delivery
- Data Quality and Validation
- Development and quality assurance process for data systems and reports
- Design and development of reports to facilitate understanding of performance information
- Design of quality validation process to inform funding-based data collections
- Advising on training needs, providing training based on the quality of and completeness and accuracy of data returns
- Development of systems and processes to aid performance improvement
- Audit and Quality assurance mock data inspection and development of processes.

Other Considerations:

The post holder will work with data of a confidential and sensitive nature.

Data protection regulations impact role

Willingness to be flexible in approach to dealing with changing requirements and busy periods which may require working outside of normal office hours on occasion.

The post holder is responsible for making the statutory returns to the DfE on time.

Ensuring up-to-date knowledge of legislation affecting work area

Ensuring best use of IT to meet requirements of role, working together with colleagues across departments to achieve best outcome.

Is a satisfactory criminal record check required?

No

Is the post politically restricted and the postholder prevented from having an active political role either in or outside work? [Click here for guidance on political restriction](#)

No

Key Accountabilities and Result Areas:

To monitor and report on all relevant statutory performance indicators and other performance measures.

Key Elements:

This will involve:

- A high level of creativity in designing methods for capturing and reporting statutory data. Designing exception and other reports.
- Prepare regular reports on performance and Census data.
- Manage and maintain data libraries within the team remit
- Extracting data from a diverse and complex range of IT systems
- Production of analysis, performance and census information in written, graphical and numerical formats. Including analysis to inform service development, planning and improvement
- Quality assurance of all incoming/outgoing data within the team
- Analyse and evaluate data from a variety of external and comparative sources
- Present complex performance data in plain English to a variety of audiences
- Using software such as MS Excel, MS Access, MS Power BI to undertake routine exploratory analyses
- Interrogate case management systems such as EMS (Capita One) and Synergy to check and quality assure data
- Process and data-flow mapping and reconciliation with performance management frameworks to identify areas for data quality improvement

To provide timely advice and recommendations on data definitions and compliance with the national statutory performance framework and other government returns

This will involve:

- Keeping up to date with statutory guidance, performance indicator definitions, Census and statutory return regulations to include all information relevant to lead work area.
- Tailoring and disseminating information to the needs of colleagues at all levels both in writing and verbally using a range of methods.
- Ensuring that changes to the national and local performance management frameworks are assessed for their impact on service delivery and communicated.
- Ensure a constant state of readiness with returns of a statutory nature by working to a clearly developed timetable with schools and the department.
- Providing risk and monitoring reports through the census cycle

To proactively monitor and improve data quality

This will involve:

- Identify and resolve data errors via the use of exception reports and a range of quality assurance and investigative processes.
- Contribute to strategies to improve data quality
- Work with corporate and departmental information systems and teams to ensure that the requirements of the local and national performance management frameworks and statutory returns are met.
- Implementing reporting structures and data flow processes across the department
- Provide audit trail to all work
- Suggest solutions to, and to identify the cause of, any data issues affecting performance. Census and other statutory returns in the post holder's area.
- Communicate issues to the Performance & Intelligence CYPE manager.
- Work positively with colleagues across the council and within CPYE to improve data quality and information, making best use of the tools available and where applicable developing routines and reports to highlight key issues.

To develop and maintain mechanisms for engagement and partnership working with a range of internal and external colleagues to ensure a co-ordinated approach to performance management arrangements

This will involve:

- Attending internal and external meetings and working groups to lead and advise on performance, census and statutory returns.
- Providing advice and support to the responsible manager, directors, senior managers and operational colleagues on matters relating to census statutory returns.
- Playing an active part on London-wide and national networks contributing to developments and communicating key messages
- Identifying information needs and developing appropriate management information reports
- Working closely with external consultants in an advisory capacity
- Providing ad hoc support to internal and external colleagues, as directed by the Performance & Intelligence CYPE manager

To lead on any other reasonable projects and activities within the postholder's lead areas

This will involve:

- Writing project documents and plans, monitoring and reporting on progress.
- Providing regular highlight reports to the Performance & Intelligence CYPE manager ensuring any risk to delivery is identified.
- Investigating issues, as directed by the Performance & Intelligence CYPE manager
- Taking a role in ad hoc projects as directed
- To proactively identify best practice approaches from other authorities

To manage the completion and submission of key statutory returns on behalf of the department.

This will involve:

- Extracting data from a range of complex systems for inclusion in data returns
- Analysis of data from a range of systems
- Responsibility for the accuracy and audit trail of the returns
- Working to tight deadlines and acting as key point of contact with Government departments and CYPE for censuses
- Maintain in-depth knowledge of the indicators and legislation in the post holder's specialist area
- Excellent communication and relationship building skills with colleagues

To contribute as an effective and collaborative member of the Business Intelligence & Performance team

This will involve:

- Participating in training to be able to demonstrate competence.
- Actively contributing to the ongoing development, implementation and monitoring of team and service plans.
- Championing the professional integrity of the Business Intelligence & Performance team
- Actively sharing feedback on children's policies and interventions
- Taking an active role in team meetings
- Supporting colleagues work when required

Flexible Working

This will involve:

- Actively support the implementation of new ways of working across the department and council (including self-service and digital working).
- Adopt new work styles and new standards of best practice, including matrix working across boundaries to support the highest levels of service delivery possible.
- Assist colleagues and provide cover to other areas of the service as and when required.

Data Protection

Being aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Demonstrating knowledge of best practice in data handling, the post holder will use encryption software and secure email and will aggregate information where appropriate to allow it to be effectively and safely communicated and ensure data protection regulations are adhered to at all times.

Equalities

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

THINK Customer

Demonstrating a commitment to and applying the council's Customer Care Policy.

Health and Safety

Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Contribute to the development and implementation of service plans as required by the Business Intelligence & Performance management team.
- Championing the professional integrity of the service.

Person Specification

Job Title:

School Census Statutory Returns officer – Grade 9

Experience of working with performance information and data as an analyst or in a comparable role within a similar environment is essential to this role

Essential knowledge:

- Knowledge and experience of completing the school census returns - Pupil level schools census, Workforce, alternative provision, PRU
- Advanced ICT skills in the collection, collation of Children's services and/or Local Authority data.
- Knowledge of children's case management systems
- Experience of designing and using reports, preferably using MS Access to interrogate complex relational databases and extract performance data.
- Experience of maintaining and using large volumes of sensitive and business critical information via hardware, systems and web tools in a secure environment.
- Proven experience of presenting complex information in plain English for a variety of audiences. Able to demonstrate a high level of administrative skill, communication and creativity when translating complex DfE guidance to staff at all levels.

Essential skills and abilities:

- Ability to undertake analysis of complex information, policy and data, proposing solutions and planning approaches to implementation. Using sound project management and analytical skills
- Proven excellent ability to use a range of software and databases, including use of excel, to extract and manipulate information. Using MS Access, MS Excel, MS Word, data sharing file transfer protocol to an advanced level. Working knowledge of data protection requirements applicable to role.
- Excellent interpersonal and communications skills, with the ability to influence colleagues, develop and maintain professional working relationships with staff at all levels, across disciplines, both internally and externally. Contributing to internal and external working groups and networks.
- Proven ability to work flexibly to short deadlines as part of team
- Ability to take responsibility and act quickly to ensure deadlines are met, setting personal priorities whilst working to deadlines, ensuring a focus on key objectives, service priorities and accountabilities.
- Ability to act as liaison with the central ICT support team to enable technical functions of census to be fully supported.

Essential experience:

- Excellent customer care skills, ensuring successful working within a team environment. Acknowledging different levels of knowledge and experience in customer base and seeking to provide a supportive and positive working relationship.
- Experience of implementing quality assurance and audit process, demonstrating attention to detail.
- Experience of school administration environments and impact

Special conditions:

The post holder is required to work in absolute confidentiality due to handling sensitive and restricted data and files

Values - Commitment to Values

In consultation with our employees, we have published the council's values. All officers across the council are expected to champion these values and show values in practise throughout every aspect of their work:

One team

- We cross boundaries to work together towards shared goals with colleagues, partners and communities

Proud to serve

- We strive to always do our best for the community, getting the most from limited resources and using taxpayers' money wisely

Honest and**Open****Taking****Responsibility**

- We work hard to build trust by treating everyone with honesty and integrity
- We encourage and support each other to take responsibility and show what we can do, learning together and recognising each other's contributions

Valuing**Diversity**

- We make the most of the many perspectives that make Croydon distinctive