



MI Data Systems Manager – Job Description

Inspire believes that all young people should have access to the opportunities and inspiration they need to achieve their potential.

We inspire children and young people across London and beyond, using data to understand the barriers they face and connecting them with a range of employers and opportunities to open doors to their success.

Our guiding principles are:

Work with integrity – doing the right thing for young people

Be bold – using challenges to drive innovation

Drive equity – challenging our thinking to increase diversity

In partnership – working with others to achieve goals

The Role

The MI Data Systems Manager is a key role within the Management Information team. Working in a dynamic environment in a charity with a strong reputation for quality and innovation.

The postholder will support the Senior Systems Manager to develop, implement and manage the service provided by Inspire. They will have responsibility for the operation and maintenance of the Client Caseload Information System (CCIS) database, ensuring data integrity as well taking lead responsibility for the production, analysis and presentation of management information reports, as set out within our contracts.

Responsibilities

- To work with the MI team to operate and maintain the CCIS database.
- To develop and produce a monthly MI report for Local Authorities.
- To develop and produce reports to support the delivery and understanding of key returns.
- To create ad hoc reports on request from a wide range of stakeholders.
- To produce strategic information for the Inspire Management Team as requested.
- To apply statistical analysis techniques to provide a better understanding of underlying factors and trends as requested.
- To establish and maintain working partnerships with local office MI representatives to develop a good understanding of local issues and to support the provision of accurate data.
- To support Local Authorities and other customers by promoting and supporting the understanding of CCIS, effectively communicating with users and commissioners of

the service and responding to user requests and needs.

- To support the development of the database to meet changing national requirements and local needs.
- To support links with local and national data systems.
- To keep up to date with current MI guidance from the DfE and the database software supplier and develop guidance and training materials to reflect this.
- To develop and deliver training courses for practitioners and managers on management information requirements, the CCIS databases and other areas as required.
- To represent Inspire at conferences and user group meetings as required.
- To provide ongoing support for all users of the system.
- To manage the MI Support Officer, including allocation of workload and regular supervision.
- To support the Senior Systems Manager in the implementation of the service and deputise as required.
- To undertake all other reasonable tasks commensurate with the responsibilities of the post.
- To occasionally work flexible hours where the demands of the service require it.
- To support Inspire at company events.
- To actively promote the company's Equal Opportunities policy.
- To work within the established Safeguarding protocols.
- To work within the established Health & Safety protocols.
- To adhere to GDPR requirements at all times.

Qualifications Required

- Level 3 qualification.
- NVQ level 4 or equivalent in statistics, information management or a relevant subject, or equivalent knowledge and experience.

Person Specification

Essential

- Demonstrable high level skills in producing and checking statistical reports.
- Demonstrable high level skills in working with and maintaining relational databases.
- Demonstrable high level skills in working with MS Excel.
- Demonstrable high level skills in querying large datasets.
- Demonstrable project management skills.
- Knowledge and understanding of GDPR / Data Protection issues.
- Experience of managing or supervising other team members.

INSPIRE

- Ability to work effectively with others, to co-operate with colleagues and help the team to achieve its goals.
- Ability to positively manage relationships.
- Excellent verbal and written communication and interpersonal skills.
- Ability to work as part of a team to develop innovative and creative approaches to the development of the service that meet the needs of Inspire and the Local Authorities we provide services for.
- Ability to plan, prioritise and organise workloads effectively.
- Ability to meet strict deadlines.
- Experience of ICT to an advanced level of competence, including word processing, e-mail and data management.
- Ability to adopt a flexible approach in managing conflicting demands.
- Strong ICT skills.
- A firm grasp and commitment to equal opportunities.

Desirable

- Experience of developing Excel applications using VBA.
- Experience of working with a CCIS database or similar Customer Information Systems.
- Experience of using Power BI or similar dashboard development software.
- Experience in the use of Crystal reports.
- Experience of developing, delivering and evaluating training.