



## MI Support Officer – 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 Support Officer 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 Management Information team to deliver a high quality Management Information service. They will support production and dissemination of management information, administration and maintenance of a statutory database and provision of a management information helpline service.

## Responsibilities

1. To ensure the management information service is delivered and meets its requirements.
2. To complete regular data monitoring tasks to support the accuracy of data submissions and reporting.
3. To carry out data processing and coordinate an information sharing process.
4. To support the production of reports for a wide range of stakeholders.
5. Interrogate the CCIS database to extract and collate data.
6. To provide a management information helpline service to all stakeholders.
7. To work closely with colleagues in the Management Information Team and when required to provide assistance to help meet deadlines.
8. To contribute to effective teamwork and information sharing, including participation in team meetings, supervision and staff forums.
9. To be willing to undertake occasional evening duties and weekend working as and when required.

10. To be responsible for promoting equality of opportunity in accordance with established guidelines.
11. To carry out any other duties as may be required from time-to-time commensurate to the post.

## Qualifications Required

- A minimum of 5 GCSEs at A\* to C grade (9 – 4) or equivalent (including English and Maths).
- Level 3 qualification.

## Person Specification

### Essential

- Experience of working with datasets.
- Ability to carry out a schedule of tasks with accuracy and efficiency.
- Strong attention to detail.
- Confident Microsoft Excel skills.
- Strong verbal and written communications skills.
- Very good time management skills and ability to meet deadlines.
- Ability to work very well under pressure.
- Good interpersonal skills.
- Ability to adopt a flexible approach in managing conflicting demands.
- Ability to work effectively with others, co-operate with colleagues and help the team to achieve its goals.
- Ability to organise own workload effectively.
- Manage your own workload and deliver individual and team performance targets.
- Ability to communicate with others effectively in writing and face-to-face.
- Work effectively as a member of a team to develop innovative and creative approaches to meet the needs of young people.
- Strong ICT skills.
- A firm grasp and commitment to equal opportunities.

### Desirable

- Experience of working with relational databases such as CCIS.
- Experience of data cleansing and error correction.