Job Profile

Job Title:	Education Computing, MIS and Data Support Manager
Directorate	Starting Well
Service/Section:	Traded Services
Post Number(s)	NEW
Job Evaluation Number	3508
Grade:	G10
DBS required	Yes
Date last revised	24/10/23

Reporting staff:

- ECC Manager (1x Education Network Support Specialist and 4x Schools ICT Support Technician)
- MIS Support & Education Data Manager (6x MIS Support Officer)
- Education Data Management Officer

Purpose of Role

At HES we believe we have a contribution to make in improving outcomes for children and young people by supporting education providers to be as effective and efficient as they can be in their day to day work. We pride ourselves in delivering high quality, outcome focused support, consultancy and training.

The post holder is responsible for the delivery of the Education Computer Centre (ECC) and MIS & Data Support Services to School and Academies.

To lead a team to support and develop the ECC and MIS & Data Support Services teams, to streamline management and administration in schools and academies

To lead and develop the SIMS Support business unit including the production and delivery of the MIS Support Service to schools and academies. To motivate, support and develop team members by mentoring and coaching in order to promote continuous improvement and value for money.

To lead and develop the ECC business unit to undertake a variety of IT support tasks, from 1st to 3rd line support (ranging from a Helpdesk function, full ITIL processes, desktop support and networks as an example).

To act as overall account lead for schools, looking for innovative solutions to implement to modernise the service.

Duties and Responsibilities

General;

The postholder must have be able to demonstrate extensive use of ICT applications including databases and to use that experience to advise in simple terms to others who are not from an ICT background.

They must have a thorough knowledge of MIS software and school ICT software and be fully conversant with all software developments relating to schools administration.

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The postholder must have an understanding of how the Education Service as a whole can make effective use of data that is available and to recommend software development to senior management and that will deliver service improvement.

Lead on the development and delivery of Service level Agreements, ensure that costs are negotiated and charged/recharged as appropriate.

Monitor performance by any external provider and disseminate performance statistics to customers. Act as the main point of contact between Council and Schools.

Act as the main point of contact between users, external to the Council; including public sector organisations from outside of Havering and other private sector and voluntary organisations, who commission work through the services of the contract between the external provider and the Council.

Resolve disputes through formal procedures agreed with any external providers.

Work in accordance with the Councils standing orders with regards to the purchase and supply of goods and services processed through the unit.

To lead, identify and develop opportunities for cost and process savings, implementing improvements to the current policies and processes.

Manage budgets for staffing, projects and relevant support contracts ensuring monthly forecasts are completed in accordance with council procedures, including recharging. Estimated service budgets are in excess of £1m per annum.

Overall line management responsibilities for the wider team, making decisions which lead to the setting of working standards for the delivery of the services.

To ensure all council policies, including GDPR, are adhered to

Education Computing Centre;

With the ECC Manager, responsibility for the overall management of the ECC and MIS & Data Support services, providing a service that fully meets the needs of all School and Academies services.

To manage the ECC budget, forecasting and ensuring recharges are completed

To act as overall account lead for Schools, providing specialist schools related IT advice and consultancy to high levels of customer satisfaction

With the ECC Manager, set the overall direction for the Service, looking for innovative solutions to implement which modernise the service and adapt to the prevailing education computing market and the needs of schools.

To market and promote the use of the full range of services provided by the ECC to Havering Council, but also looking for external opportunities for further income generation

Delivery of the design, supply and maintenance of all IT data networks infrastructures, Servers, PC's, Laptops, Mobile Devices and Peripherals supplied to schools & educational establishments.

Manage the ECC services to the satisfaction of external customers, ensuring all agreed service level agreements are met. SLA targets and priority work are fully supported.

Delivery of the design, supply and maintenance of all ICT data networks, desktop PC's and servers supplied to schools & educational establishments.

Act as 'contract owner' for all ECC related contracts, ensuring these are delivering as expected and renewed in a timely manner in accordance with Council policies. Ensuring where 3rd party support arrangements are in place, they are fit for purpose and cost effective.

Being able to deal with potentially complex issues and escalations that require support, persuasion and sensitivity.

MIS and Data Support;

With the MS & Data Support Manager, manage and co-ordinate the provision of software support through the MIS & Data Support Service as a business unit to meet the needs of schools and produce a Development Plan to ensure the service meets the future demands of schools, the DFE and the LA.

Manage, develop and motivate the MIS Support Team in the provision of the full range of SIMS software including financial management, pupil and personnel database management; exam administration; registration of pupils; timetabling, behaviour management, statutory pupil returns and the recording and analysis of assessment data. Also support for other software applications used by the service. The use of this software is critical for the day to day running of the school, with all school staff dependent upon it to function in their role.

Ensure that appropriate performance indicators exist for the service, and that systems are in place for the recording, collection and analysis of performance data.

Manage the collection of pupil data and examination results from schools at all key stages including the Foundation Stage and phonics. Support on all other statutory data returns such as Alternative Provision, SEN2, 2, 3 and 4 year old pupil numbers.

Lead on the provision and use of databases and software used throughout Education Services liaising with software suppliers and giving expert advice and support on contractual issues.

With the MIS & Data Support Manager, manage the development and delivery of a training programme for schools on the various MIS modules and other administrative software through both a central programme and in-school training.

Manage provision of telephone and on-site support on any issues relating to schools' computerised administrative and financial systems. This includes guidance on the use of the various MIS software modules and general enquiries on administration and financial procedures arising from the use of the schools' software.

Manage the collection of pupil data and examination results from schools at all key stages including the Foundation Stage and phonics. Support on all other statutory data returns such as Alternative Provision, SEN2, 2, 3 and 4 year old pupil numbers.

Represent Havering at all relevant conferences, seminars and user groups to keep abreast of software developments. Disseminate information to the MIS Team, senior officers and other colleagues and to schools where appropriate. Develop implementation programmes for new initiatives.

Interpret statutory DfE legislation and policies and develop training courses, workshops and materials translating complex tasks into clear guidance for all schools.

Analyse business processes identifying alternative solutions and recommending new approaches. Help establish requirements for the implementation of changes in business processes.

Create, develop and manage technical processes which facilitate electronic data transfer and various statutory pupil data collection processes. Including data transfer for Oracle payroll, Havering Education HR, Pupil Services etc.

Lead for the directorate on data collection relating to the Annual and Termly Schools Census, Annual Workforce census and other key information. Ensure schools are aware of requirements and able to meet deadlines. Liaise with the Statistician in streamlining the process of data collection.

Additional Requirements:

- Comply with any and all legislation and good practice appropriate to the work you undertake, and particularly that related to:

  - Safeguarding

  - Information security and confidentiality

  - Equality, diversity and inclusion

  - Health and safety

- Bronze command as part of the Council's response to major events or emergencies.

- Embrace the Council's iCare values and behaviours in all aspects of work and service delivery.

Person Specification

Qualifications;

- Relevant ICT and/or MIS qualification.
- Evidence of relevant continuous professional development and training .

Experience;

Essential;

- Ability to inspire, motivate and engage multidisciplinary teams to deliver high performance and capability, while demonstrating the Councils values and behaviours, including commitment to diversity and inclusion.
- Extensive management experience of Education Computer Centre and MIS & Data Support services, delivering to agreed contracts and service level agreements.
- Extensive experience of provision of specialist schools related IT advice and consultancy
- Knowledge of and or qualifications in best practice IT standards and methods
- Work effectively to tight deadlines, using a high degree of personal initiative within a defined framework
- Delivering against agreed service level agreements, and able to proactively react to changing priorities
- Budget management and delivery of agreed savings
- Effective building of customer relationships both internal and external to the Council
- Effective team development
- Knowledge of all data held and used as part of a school MIS to include FMS and other financial systems, secondary curriculum modules and statutory returns relating to school census and assessments.
- Experience of using secondary curriculum modules.

Desirable;

- Project management framework approaches to the delivery of work
- Involvement in team restructures and transformations

Skills and Attributes;

Essential;

- Self-driven, results-oriented with a positive outlook, and a clear focus on high quality, customer satisfaction and business success.
- Commercial development and/or sales, with specific focus on the education sector
- A natural forward planner who critically assesses own performance. Mature, credible, and comfortable in dealing with senior executives. Reliable, tolerant, and determined. Empathic communicator, able to see things from the other person's point of view.
- Well-presented and business-like. Sufficiently mobile and flexible to travel to client site where necessary
- Experience in a management role within the IT function.
- Flexible approach to working hours and leave taking arrangements to ensure service delivery
- Understanding of and commitment to Equalities and Diversity Policy in both service delivery to the community, in relationships with colleagues and in employment practices.
- Ability to bridge the gap between technical and non-technical outcomes, people and tools; able to turn business outcomes into technical design
- Experience managing customer relationships
- Management of external suppliers and effective contract management
- Ability to communicate in plain English with people of all types and levels in the organisation

Beyond this, the successful applicant will also be a strong fit within our organisation and have the ability to build and maintain relationships both internally and externally. To this end, they will need at all times to be:

- Highly motivated, results-oriented and have a clear focus on business growth
- Positive in outlook with a willingness to support and aid colleagues and customers
- Passionate in offering the best quality of service possible to our customers
- A natural forward planner who critically assesses their own performance
- Able to focus on the finer details, while retaining a holistic view of our products
- Credible with a professional demeanour, comfortable in dealing with people at all levels
- A team player with strong and empathetic communication skills; having the ability to see things from all people's points of view – both within the Groupcall team and when working with external parties
- Well-presented, business-like and keen to gain new experiences, responsibilities and accountabilities as the company continues its growth
- Tenacious and proactive, articulate and numerate and able to work both as part of a team and under their own initiative.

Desirable;

- Local authority experience or other public sector organisation
- Shared service set up
- Experience in bidding for print contracts for income generation
- Knowledge and experience of contract tendering processes