

JOB DESCRIPTION

Job Title	Data Administrator
Position Number(s)	
Department	RBKC Data Services
Section or Service	Children's Services
Grade	Range B (Sp. 12-15)

Responsible to:	Data Team Leader
Employees directly supervised (if applicable):	
Details	
<p>RBKC Data Services supplies and maintains a complex database to capture the progression of all 100,000 teenagers from school to post 16 learning.</p> <p>RBKC Data Services supports 8 Local authorities to supply the detailed data on a daily basis and manages a number of sub data-bases with specific functions for sub cohorts.</p> <p>The data team includes a data officer and a data administrator led by a data team leader. The team delivers the operational plan to manage the data and provide the reports required to stakeholders. The team leader oversees the operational management and supports the data officers to deliver it.</p> <p>A vacancy has arisen among the data team for a data administrator and we are seeking expressions of interest. The position available is temporary appointment until the 31st of March 2021.</p> <p>If you are keen to take on an administration position and contribute as a member of the Management Information Team, please apply.</p>	

1. JOB PURPOSE:

To provide administrative and systems support to the data team leader

2. DESCRIPTION OF DUTIES:

To support the team leader in providing management reports as required from current databases

To provide the first point of telephone contact for the system users, to include offering information about CCIS and Management Information (MI)

To provide helpdesk assistance to system users via phone and email, providing support and customer support where required

To support meetings, including calling, preparing papers, minute taking, reporting and following up the agreed actions

To organise and maintain an MI and CCIS administrative system, enabling all documentation to be collated, managed and filed appropriately

To support the development and training of managers and system users

To collate MI and prepare spreadsheets and charts as required

To liaise with borough managers and other staff on variety of issues as required

To compile reports using data from spreadsheets and from the client database

Provide admin support to data team within specific projects as required

The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Data Administrator – RBKC Data Services
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is **essential** that you give **at least one example** of your ability to meet each of the four Values and Behaviours: **Putting Communities First, Respect, Integrity and Working Together.**

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

SELECTION CRITERIA

A	Equal Opportunities: Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications: Essential: <ul style="list-style-type: none"> • Experience of administrative work, data entry and acting as first point of contact for external enquiries • Good ICT skills to include Excel and Word plus experience of using email and working with data • Good level of numeracy and ability to work with data • Commitment to working with and on behalf of young people and providing equal access to good quality opportunities:
C	Knowledge & Experience: Essential <ul style="list-style-type: none"> • Strives for high quality, accuracy and efficiency at all times • Presents written information clearly • Finds solutions to routine/basic problems in own area of responsibility • Uses basic planning techniques for managing emails and/or administrative tasks • Lets manager know when under time-pressure or work quality is in danger • Pays attention to detail • Sets high personal work standards • Is punctual, reliable and honest • Stays calm and polite and maintains self-control even when under pressure

	<p>Desirable</p> <ul style="list-style-type: none"> • Experience of acting as first point of contact for external enquiries • An education to level 2 • Knowledge of Excel formulae
	<p>Our Values & Behaviours</p>
D	<p>PUTTING COMMUNITIES FIRST</p> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<p>RESPECT</p> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	<div style="background-color: #00a0e3; color: white; text-align: center; padding: 5px; margin-bottom: 10px;">INTEGRITY</div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	<div style="background-color: #008000; color: white; text-align: center; padding: 5px; margin-bottom: 10px;">WORKING TOGETHER</div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.