

## DESCRIPTION OF POST

<b>Job Title</b>	<b>Management Information Systems Assistant</b>
<b>Size of Post</b>	Part Time – 18 hours per week x 52.14 weeks per year
<b>Conditions of Service</b>	Local Government Conditions of Service
<b>Grade &amp; Scale Points</b>	LBR 3 – scale points 14 - 17
<b>Hours</b>	As specified by line manager
<b>Line Manager</b>	Assistant Principal: Quality and Student Services

### A. Overall Purpose of Job

1. To undertake Management Information duties relating to the processing, quality and production of data
2. To support the Institute's ability to demonstrate effectiveness of provision through good information management

### B. Main Duties and Responsibilities

1. Understudy the role of Management Information Systems Administrator
2. Maintain a good working knowledge of administrative systems and procedures relating to all aspects of learner and course information
3. Undertake accurate learner data entry
4. Undertake amendments to learner data
5. Use knowledge of funding rules and regulations to check learner paperwork has been completed accurately ensuring all funding requirements have been met
6. Provide information and advice to colleagues and learners on eligibility and other funding matters
7. Make decisions regarding eligibility ensuring compliance with funding rules and regulations
8. Check full and co-funding indicators to ensure correct fee has been charged and appropriate funding criteria has been applied
9. Identify gaps or errors in information and liaise with front of house and curriculum teams to ensure missing information is supplied and errors are communicated
10. Use judgement to determine when issues require escalation
11. Undertake data integrity checking and report anomalies
12. Contribute to filing and maintenance of learner and course records
13. Follow processes put in place to ensure the data entry process is uniform across the team
14. Respond to queries from colleagues, learners and external colleagues in an accurate and timely manner
15. Assist with processing registers, next of kin letters, withdrawals and achievement as required
16. Plan and prioritise work activities, responding to new pressures and adjusting priorities as required
17. Research, collate and provide material for inclusion in reports
18. Provide a service responsive to the changing needs of the Institute
19. Deal with enquiries from colleagues or members of the public by telephone, post or face to face, using tact & discretion and ensuring that appropriate advice, guidance and referrals are made
20. Be an active member of the Management Information Systems team, contributing to discussions on operational matters and feeding in suggestions
21. Advise staff, learners and external contacts within area of specialism to ensure compliance with procedures and to influence decision making
22. Assist other teams as and when required
23. Monitor and report progress of attendance monitoring by curriculum teams

### C. General Duties

1. To participate in performance review and continuous professional development (CPD) developing required knowledge, understanding and skills to deliver responsibilities effectively
2. To positively promote the Institute in all contact and communication with the public and learners
3. To follow all Institute policies and procedures
4. To undertake any other duties as may be reasonably requested commensurate to the level of experience and responsibility expected including supporting other teams at peak times

**D. Person Specification: Management Information Systems Assistant**

Specification	Essential	Desirable
<p><b>Education and Training</b></p> <p>Formal qualifications and relevant training</p>	<ol style="list-style-type: none"> <li>1. NVQ Level 3 or general education to A Level standard or equivalent education/training or equivalent experience</li> <li>2. Minimum Level 2 IT</li> <li>3. Nationally recognised qualification in English and Maths to Level 2</li> </ol>	
<p><b>Experience</b></p> <p>Ability to undertake duties of the post</p>	<ol style="list-style-type: none"> <li>1. Proven experience in a management information role</li> <li>2. Creation of databases, extraction of management information data and preparation of standard reports</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of working within a management information environment in Adult &amp; Community Learning or Further Education</li> <li>2. Experience of producing data for Ofsted inspections</li> <li>3. Experience of working with funding and quality frameworks</li> </ol>
<p><b>Skills and Knowledge</b></p>	<ol style="list-style-type: none"> <li>1. Proven working knowledge of database management systems</li> <li>2. Ability to understand funding regulations and interpret funding rules</li> <li>3. Ability to provide advice and guidance on funding rules/eligibility</li> <li>4. Ability to interpret data requirements and provide information in a clear and concise format</li> <li>5. Ability to assess data and information to identify problems</li> <li>6. Confidence to speak to colleagues to ensure missing information is collected and errors corrected and understood</li> <li>7. Ability to prioritise work, to work to deadlines and to achieve results working with and through colleagues</li> <li>8. Sound organisational skills</li> <li>9. Excellent record keeping skills</li> <li>10. Ability to follow systems and procedures</li> <li>11. Ability to produce reports</li> <li>12. Good research skills</li> </ol>	<ol style="list-style-type: none"> <li>1. Sound knowledge of funding regulations</li> </ol>

	<ol style="list-style-type: none"> <li>13. Excellent written and verbal communication skills</li> <li>14. Ability to understand legislation, funding guidance, policies and procedures as they affect the role and the ability to understand and deliver on the quality standards and outputs required of the job</li> <li>15. Experience of working with a range of people within and outside an organisation</li> <li>16. Excellent teamwork skills</li> <li>17. Ability to provide training on input to colleagues</li> </ol>	
<p><b>Personal Qualities</b></p>	<ol style="list-style-type: none"> <li>1. Commitment to positive and problem solving team work</li> <li>2. Positive and calm attitude when dealing with deadlines and stakeholders</li> <li>3. Careful, methodical nature with attention to detail</li> <li>4. Commitment to ongoing professional development</li> <li>5. Reliable and able to work independently and to deliver to standard required</li> <li>6. Able to act on own initiative and make decisions within area of responsibility; takes responsibility for own actions and decisions</li> <li>7. Understanding of people and appropriate sensitivity toward them, including awareness of confidentiality and equal opportunity</li> <li>8. Flexible with a positive attitude to change and able to respond positively to colleagues and changing circumstances</li> <li>9. Good team worker</li> <li>10. Willingness to work across the service and support other teams where necessary</li> <li>11. Motivated, positive, taking pride in work and concerned to improve performance</li> <li>12. Offers solutions and works towards resolving underlying issues</li> <li>13. Enjoys a challenge</li> </ol>	