**CCDG Job Specification**

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| **Job Title:** | **Senior Management Information Officer** |
| **Created on:** | **August 2012** |
| **Reports To:** | **Information, (Tele)Communications and Technology (ICT) Project Team Leader** |
| **Division/Dept/Location** | **To Be confirmed** |
| **Overall Purpose of Role:** | To maintain the Company’s Management Information System. Also to design, build and implement management information reports to support monitoring and statistical requirements |
| **Education/Qualifications/Specific Training - essential** | NVQ Level 3 qualification in Information Technology or relevant qualification and/or experience |
| **Education/Qualifications/Specific Training - desirable** | * ICT Skills in relevant software packages
* Minimum of 2 years management information report writing experience
* Welsh Language skills desirable
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| **Knowledge/Skills/Experience****(\* = essential)** | \*Practical and demonstrable Experience and Knowledge in the following areas:\*In-depth knowledge of computer systems/MIS\*Ability to interpret complex data and produce meaningful reports\*The ability to contribute effectively as a member of a Companywide Team\*The ability to contribute to the implementation of the organisations policies\*Ability to create communications appropriate for the audience\*Excellent oral and written communication skills\*Ability to prioritise and keep to tight deadlines\*Prepared to undertake duties outside normal working hours\*Demonstrable understanding of equality of opportunity, including the issues and concepts of working within a bilingual society |
| **Behavioural Traits** | **Aptitudes:** * analytical thinking,
* creativity and innovation,
* influencing (negotiation, persuasion, motivation),
* flexibility,
* planning,
* capacity to learn and develop,

***Personal Qualities:**** self-awareness,
* empathy,
* service orientation,
* assertiveness,
* achievement focus,
* self-reliance
* embrace change
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| **Key Inputs:** | **Key Outcomes:** |
| 1. To maintain the Company Management Information System (MIS)
 | * 1. Ensure users of the system have the relevant access rights for their role
	2. Setup/disable starters and leavers when notified by HR
	3. Staff errors are rectified/deleted correctly
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| 1. To design and implement a reporting suite for management information reports
 | * 1. The reporting suite is developed with delivery managers to ensure targets and quality are effectively monitored by staff members and managers
	2. All reports are developed to a set standard
	3. WG and partner organisation reporting requirements are met
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| 1. Train all relevant staff in the use of MIS and reporting suite
 | * 1. Ensure all staff have the skills and knowledge to use relevant areas of the MIS for their role
	2. Training material is available for staff to self-learn where appropriate
	3. Staff and managers are able to run relevant reports for their role
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| 1. Import/export data as required
 | * 1. Ensure client and other data is imported when required and checked for accuracy
	2. When required export relevant data e.g. mailshot
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| 1. Assist with internal and external audits of management information
 | * 1. Ensure data is easily accessible for auditors
	2. Relevant documentation is available
	3. Be available to answer questions/queries regarding the data
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| **Health and Safety Statement** | Every employee has a responsibility under the Health and Safety at Work Act to:* Comply with the Health and Safety Policy, the Health and Safety Management Plan and all company safe work practices
* Ensure the safety of themselves and others in the workplace
* Immediately report any unsafe condition, dangerous occurrence or injury to their line manager
* Ensure they are able to competently and safely perform any work they undertake
* Co-operate with the Company on all matters of health and safety
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| **Child & Vulnerable Adult Protection Statement** | The Company is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all its employees to show this commitment. |