**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 |
| **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 |
| **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 |
| 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 |
| 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 |
| 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 |
| 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 |
| **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 |
| **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. |