# Learning Community Trust

# Data Systems Support Administrator

## ROLE INFORMATION PACK

Department: **Trust Central - Digital, IT and Data Services**
Application deadline: **22 May 2024, 11am**
Enquiries email: **recruitment@lct.education**
Applications to: **recruitment@lct.education**

# Welcome and about the trust

Thank you for your interest in the role of Data Systems Support Administrator for the trust.

This is an exciting time to join our, local and community focused trust. The trust operates out of our head office in Priorslee – known as Trust Central. The trust is expanding its central team, to deliver the best service and support to all our academies, and this role plays a vital part of the journey.

The trust recognises the importance of its data systems, and is heavily investing in maintaining and upgrading systems, as well as, reviewing the data output from these systems and the reporting requirements. It is vial that the trust has someone who can support users across the trust to use, standardise, and manage these business-critical systems.

This role is more than just a data administrator role, you will be working with the Digital Innovator and Technical Lead, senior leaders in our academies, and our trust executive team – to ensure systems are being used and data reports are fit for purpose. It is vial that the potential candidate has a can-do attitude and is committed to their own personal development, in an ever-changing landscape of digital innovation and automation.

I am confident that the successful candidate will find tremendous support within the Learning Community Trust, where collaboration, innovation and continuous improvement are fundamental principles. We are excited to welcome a new member to our growing Digital, IT and Data Services team, knowing that their passion and expertise will contribute significantly to the ongoing success of our trust community.

Best wishes

**Simon Badley**
Digital Innovator and Technical Lead

## Mission
Our mission is simple; we are driven to be an outstanding multi-academy trust for our community, with a clear vision to provide the best possible education for all the children and young people in our trust, helping them to be successful in all they do both now and in the future.

## Overview
We are proud that our multi-academy trust spans education from 2-year-olds in our nurseries through to 25-year-olds within our specialist settings. We are currently made up of 5 primaries, 5 secondaries and 3 specialist settings and we believe in providing education for the whole community in the areas where we operate. In line with our vision, we have established a great partnership with Telford College and work with them on post-16 transition and curriculum, ensuring our students have clear progression pathways.

The trust currently has over 7,000 student, over 1,500 employe and operate within a significant budget. There is a superb central executive team who support estates, people services, digital, data and IT and deal with the academies finance on a day-to-day basis. Our priority is to support our academies through an outstanding school improvement offer. We have an Executive Director of Education, Director of Primary, Secondary and Specalist, Assistant Director of Education and use the experts from within our trust and beyond to work directly with our academies. Our executive team is exactly that, a team that support our academies to achieve the best and live by our vision.

# Data Systems Support Administrator

## Overview

Data is a vital asset to any organisation, and the trust recognises the importance of robust data collection, and reporting of data in meaningful ways, compiling complex data sets. The trust has a range of systems which are used for data collection and will be reviewed in line with the trust's vision and strategy to harmonise systems to ensure ease of use, fit for purpose, and standardised reporting.

It is the role of the data systems support administrator to oversee data systems across the trust, and to support users with access and day-to-day usage advice. Primarily, this will be student data systems, Bromcom and other monitoring and tracking systems. Alongside this, the role will support other areas which use data systems, such as human resources, finance, and other operational departments.

The purpose of the role is to provide a central point of contact, for all users to manage access, and day-to-day support for our data systems. In addition, the role, will be responsible for liaising with data system providers for advanced support where advice/fixes cannot be achieved internally.

The reporting of data out of our systems is imperative, and it will be expected that the Data Systems Support Administrator will be responsible for ensuing reports are executed as expected, data syncs, such as Microsoft Data Lake and PowerBi, are executed as scheduled and, where applicable, build basic reports as requested to meet the needs of the trust and our academies.

## Responsibilities

The data systems support administrator will:
- Deliver a customer focused, first and second line support, in person, by phone, chat, email and video conferencing.
- Responsible for managing access to the trusts and academies data systems, with direction from the Digital Innovator and Technical Lead.
- Monitor data syncs between systems, and rectify any failures, internally or working with external support.
- Ensure a standardised approach to data collection is being carried out by all academies, reporting to the Digital Innovation and Technical Lead and Executive or Directors teams
- Produce data reports as required, using the data systems, and other reporting systems such as PowerBi.
- Support implementation of new data systems as directed by the trust.
- Work with the Digital Innovator and Technical Lead and the Data Protection Officer/Data Controller to ensure that the trust's data retention policy is upheld within our data systems.
- Support with the development of 'how to' guides to support staff with use of our data systems.
- Support with the implementation of new staff induction, and how to use our data system.
- Responsible for working with system providers for high level support, monitoring progress in line with the SLA.

# Person specification

## QUALIFICATIONS AND EXPERIENCE

- Experience working as part of a data team in an educational setting (essential)
- Experience with using Bromcom, and other management information systems (essential)
- Experience with data reporting in a basic level, including, ideally PowerBi (essential)

## SKILLS AND KNOWLEDGE

- Extensive knowledge of managing data systems, and the importance of data security (essential)
- Excellent customer service skills, to deliver a customer focused approach to support requests (essential)
- Extensive knowledge of Mircosoft Office suite/Microsoft365 to deliver data in multiple ways (essential)
- Knowledge of different education reporting matrixs such as attendance, progress 8, attainment etc (essential)
- Knowledge of Microsoft SQL, Microsoft Fabric, Microsoft PowerBi inan basic or advanced level (desirable)
- Attention to detail, and self-checking of data accuracy (essential)
- Understanding the principals of database structures, to assist with implementation and reporting (desirable)
- Knowlege of how to review data set and systems, at trust and academy level (essential)

# Role details

Department:          Digital, IT and Data Services
Place of work:       Trust Central
Reporting to:        Digital Innovator and Technical Lead
Tenure:              Permanent
Hours:               37 hours, full year
Salary:              £24,294-£25,979 (S4 7-11)

# Additional information

We are committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to DBS checks along with other relevant pre-employment checks.

# How to apply

The deadline for application is outlined on the cover of this role information pack. If you require further information about the role, or would like to have an informal discussion, please email **recruitment@lct.education**.

To apply please use the application form which accompanies this pack, or visit learningcommunitytrust.co.uk. The application must be submitted by email to **recruitment@lct.education** by the deadline.