

# Job Title Apprentice Data Technician

## Grade 3

### About the Service

Staffordshire County Council is one of the largest local authorities in the UK with an ambitious vision for Staffordshire and its people. Achievement of that vision will be underpinned by the support of the County Council's Economy, Infrastructure and Skills Directorate (EIS). The vision for EIS is to help Staffordshire's economy grow, so that everyone has the opportunity of a good job and good prospects in a beautiful, safe, accessible, vibrant, cultural, prosperous, business friendly and sustainable county.

Skills & Employability purpose is to improve people's lives through learning and training, leading to employment and/or increased personal fulfilment, supporting the growth of Staffordshire's economy and society:

Ensuring provision of a wide range of high-quality learning opportunities to reflect identified local needs and wishes of Staffordshire's '16+' residents, by enabling provider partnerships and through direct delivery.

- Providing support, with a focus on targeted groups, to improve participation in learning across Staffordshire.
- Ensuring provision of work-related experience and advice to increase the employability of targeted groups and/or individuals.
- Working with providers and partners to ensure that Staffordshire's social, employment and economic skills demands are met.

The Careers and Participation Service, in which this post sits, is located within Skills and Employability.

The Careers and Participation Service work with young people at risk of not participating in learning, or those who are not participating to provide support to enable them to participate in learning.

Work in relation to participation includes the tracking of all young people resident in Staffordshire of academic age 16 and 17 in relation to their participation status. This information is reported to the Department for Education on a monthly basis.

The Careers and Participation Service also offers a traded Careers Guidance service to schools and colleges, primarily, though not exclusively in Staffordshire.

### **About the Role**

The Apprentice Data Technician role is to support the careers and participation team by ensuring that information is accurately recorded on CORE, the NCCIS compliant database, to enable accurate reporting to the Department for Education. At the end of reporting periods data will be checked and returns made to the Department for Education.

### **Reporting Relationships**

**Responsible to: Head of Service Careers & Participation**

**Responsible for: NA**

### **Key Accountabilities:**

1. To provide system support to users of the National Client Caseload Information System (NCCIS).
2. Providing support for staff users to identify and correct data issues; providing advice, guidance and support as needed.
3. To run maintain and update reports used in the NCCIS database using crystal or other appropriate software.
4. Assist in upgrades of the database.
5. Create and work with a number of different file formats used in data transfer such as XML and CSV checking and amending errors and uploading files to relevant departments. Downloading reports and extracting information

6. Analyse, collate, compare, and process information and data from a variety of MIS and spreadsheets to assist with accurate and relevant performance management data.
7. To use advanced IT application skills to assist in formatting of reports and presentations.
8. Build and maintain relationships with other data teams in SCC and produce ad hoc reports as necessary.
9. To undertake other responsibilities for the Skills and Employability Team as required.

## Person Specification

### Qualifications/Professional membership

- Maths and English GCSE Grade A-C / 9-4 (or equivalent)

### Knowledge, Experience & Skills

- Good communication and interpersonal skills
- Ability to achieve targets and respond flexibly to changing circumstances
- Demonstrable time management skills
- Willingness to undertake training to apprenticeship standards
- Commitment to excellent customer service and the achievement of high-quality services
- Experience of using a range of ICT software programs
- Attention to detail
- Flexible and able to adapt to change to achieve continuous improvement.
- Team player with a positive attitude

**This post is designated as a Casual**

**The content of this Job Description and Person Specification  
will be reviewed on a regular basis.**