Apprentice Data Technician Grade 3

**Our Vision** Our Vision

An innovative, ambitious, and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth.
* Live in thriving and sustainable communities
* Be healthier and more independent for longer.

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens.
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions.
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

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 helpStaffordshire’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 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 and Participation

Key Accountabilities:

1. To provide system support to users of the National Client Caseload Information System (NCCIS).

1. Providing support for staff users to identify and correct data issues; providing advice, guidance and support as needed.
2. To run maintain and update reports used in the NCCIS database using crystal or other appropriate software.
3. Assist in upgrades of the database.
4. 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
5. Analyse, collate, compare, and process information and data from a variety of MIS and spreadsheets to assist with accurate and relevant performance management data.
6. To use advanced IT application skills to assist in formatting of reports and presentations.
7. Build and maintain relationships with other data teams in SCC and produce ad hoc reports as necessary.
8. To undertake other responsibilities for the Skills and Employability Team as required.

This post is designated as a casual car user.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

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

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Maths and English GCSE Grade A-C / 9-4 (or equivalent) | A/I |
|  | **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 | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300