



**Manchester City Council
Role Profile**

Data Support Officer – Grade 7
Performance, Research and Intelligence, Corporate Core
Reports to: Senior Data Officer
Job Family: Corporate Organisational Support

Key Role Descriptors

Working within a support service or Centre of Excellence, the role holder will provide a high quality, professional service utilising expertise support the resolution of complex issues to enable organisational stakeholders to deliver services in line with corporate aims and objectives.

Key Role Accountabilities:

Be a member of and contribute fully to a team supporting a range of services within a specific area of the Council, securing timely and effective support and advice for managers.

Deliver work-streams and projects commissioned by key stakeholders, acting as advisor in relation to service projects and strategy implementation to support the effective decision making processes of the Council and to enable it to meet its legal obligations.

Ensure that work packages delivered are in line with organisational direction of travel and agreed policies / procedures, including consideration of Public Service Reform principles.

Provide robust and effective analysis of information, using outputs to inform work packages and advice to client services. Support the development and implementation of systems and processes which prioritise work requests based on meeting key corporate objectives.

Proactively assist the monitoring and review processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of 'joined up' response.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Data Governance is part of the Performance, Research and Intelligence (PRI) service and our objective is to ensure decision makers in Manchester have the evidence, intelligence and information they need to make decisions which have the most positive and effective impact on the city's priorities

Data Governance works collaboratively to develop and implement business processes to control, manage and improve data quality to ensure any data that the Council uses is accurate, reliable and consistent.

The roleholder will be working on a team to deliver key corporate data through the use of relevant software applications and software tools to meet corporate and directorate needs for critical data and to provide key data which is utilised across services.

They will work to establish and maintain systems to prioritise and deliver programmes of work to develop, cleanse and provide data in an accurate and timely way to meet corporate and directorate needs. This will involve working closely with other Research and Performance staff on different teams.

They will work directly with ICT, operational stakeholders across the authority and partner organisations to establish data needs and support the Data Governance managers on providing advice on how best to integrate and report on data to optimise the use of data across the authority

They will support the development and implementation of systems and processes which prioritise work requests based on meeting key corporate objectives

Work with the team to deliver agreed programmes of work on time and of appropriate quality to maintain or develop agreed corporate data for use across the Authority

Liaise with ICT to ensure systems and hardware use in Data Governance is fit for purpose, available and aligned to corporate needs. They will also liaise with operational stakeholders to establish corporate data needs and work proactively to deliver required improvements and enhancement to corporate data.

Work proactively with other team members to monitor infrastructure to support the Data Governance function to effectively manage any resources provided.

The roleholder will have:

Knowledge of the application of ICT within services .

Knowledge of large organisations and how corporate systems and departmental systems interrelate

Ability to use ICT applications which extract transform, manipulate and format data from multiple sources to support cross system data usage and performance and management reporting

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring this information is understood.
- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
- **Planning & Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Problem Solving & Decision Making:** Ability to think laterally and take into account the root cause of a problem and the client / organisation -wide consequence of decisions made



- **ICT skills:** Skills to ensure the availability, integrity and searchability of information through the application of formal data structures and protection measures.
- **Research and Intelligence** Seeks out rigorous research into new approaches and looks for the potential to develop existing approaches
- **People Management** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

Technical requirements (Role Specific)