



Job Description

Job Title: Data Technician Apprentice	Grade/ Level: Apprentice	Post Number:
Directorate: Adults, Health and Housing	Job Family:	Date Prepared: June 2023

Role reports to (Job Title):
Relevant Service Manager

Job Purpose:

Working in the Voids & Lettings Team, you will deal with a variety of data from Housing. You'll have the ability to take ideas from topics you have learnt/read to help you deepen your understanding and develop more strategic data projects. The role will support your learning by providing opportunities for you to use tools and techniques for data visualisation and reporting, including Excel and PowerBI. This will support the team to improve efficiency and encourage strategic decision-making across the service by using data to create innovative solutions.

The apprenticeship will provide the post holder with the opportunity to achieve a level 3 Data Technician qualification. You will receive the training and support needed to gain the skills to, source, format and present data securely for analysis, identify patterns, forecast data trends, and drive strategic decision making using the latest tools available.

Key Accountabilities:

- Supporting the Housing Voids & Lettings Team by understanding what is required from each service by gathering and mapping their requirements on project plan
- Carrying out analysis of the data and reporting on the results in a timely manner
- Ensuring the integrity of data that you have by being able to effectively validate, cleanse and resolve data quality issues
- Present data in a variety of formats to reach your targeted audience, provide results and showcase insights which will help to make evidence-based decisions

- Illustrate the data using Data Studio and/or Power BI and creating dashboards
- Interact and be in regular direct contact with the Teams you are working with
- Maintain various Housing ICT systems including inputting data
- Maintain Health & Safety in own area
- Contribute to team meetings
- Assist in the collation of reports on a weekly/monthly basis
- To undertake the relevant academic and vocational qualifications

Supplementary Accountabilities:

- Production of presentations, documents, project plans and spreadsheets
- Undertake any other duties that can be accommodated within the grading of this post

Job Scope: Number and type of jobs managed:
None

Job Scope: None

Typical tasks supervised/allocated to others:
None

Budget: None

Assets: None

Knowledge and Experience:

Entry requirements for the Level 3 Apprenticeship are:

- GCSE English and Maths at grade C (level 4) or above or equivalent qualifications

In addition, we are also looking for people who have:

- Good IT skills, preferably with experience of using Microsoft Word and Excel
- Good communication skills – both written and verbal
- Ability to work to manage own workload and work within deadlines
- Ability to work independently
- Ability to show initiative and take responsibility for the quality of their own work
- A passion for learning
- A Professional approach and presentable in appearance

Decision Making:

- Ability to make basic decisions in line with policy
- Ability to prioritise own workload to ensure all tasks are completed within the given time frames

Contacts and Relationships:

- Regular contacts with customers, line manager/mentor and other members of the wider team
- Co-operate and work well with colleagues at all levels of the organisation, seeking collective responsibility for the achievement of goals
- Demonstrate consideration and respect for other's feelings and opinions and avoid judging and making assumptions
- Demonstrate self-awareness of your style of working and develop flexibility and adaptability in order to work well with others

Job Specific Competencies:

- Good communication skills – both written and verbal
- Good interpersonal skills
- Be willing to work as part of a wider team to ensure the success of the whole department
- Be flexible in approach to work
- Discreet and professional in approach to customers, peers and others
- Professional approach and presentable in appearance

Data Protection:

In accordance with the provisions of the General Data Protection Regulations Act 2018, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:**Print Name:****Date****Line Manager's Signature****Print Name:****Date:**

