Job Title: Data Management Officer (Children's Services)	**Role Profile Number:** SBC_11774
Grade: Level 7	**Date Prepared**: Updated November 2022
Directorate/Group: Children's Services Service Improvement	**Reporting to:** Service Improvement Lead Children's Services
Structure Chart attached:	No

Job Purpose

- Support staff with change management in relation to the business applications used within Children Services to ensure maximum benefit of usage by staff and management to maximise quality of case recording.
- To support, coach and continually improve staff and managers understanding of how Children services data is managed, including the end to end process from data capture to producing live management information and how this aligns with operational process
- Update Children's Records to ensure GDPR compliant
- To promote the importance of recording data correctly and advise managers on how the data entered feeds the wider performance reporting for the service
- Support the updating and review of Children's record retention periods to inform the Corporate Records retention policy
- To identify anomalies in service data reports and validate these with business objects/sequel report writers to ensure they meet business needs and advise of any amendments.
- Support quality assurance processes
- Key role in supporting the preparation and response to OFSTED inspections and ensuring documentation and child level data is up to date and quality assured on a routine basis

Key Accountabilities

- Set up and maintain the Annex A library of evidence and Child Level Data sets routinely to ensure inspection readiness
- Support the logistics of OFSTED Inspections
- Support Front line staff by managing the authorisation process for record amendments on the case management system. Coach users where there are identified training needs in relation to data capture.
- Run routine audits from the system to monitor activity and identify any areas requiring investigation
- Ensure staff changes are updated in the scheduling of management information reports to managers

- Work collaboratively with IT, Performance and Insight colleagues in relation to the data management and data quality priorities for Children Services and assist performance colleagues with data cleansing activity as part of statutory reporting processes
- Manage the child shielding process in relation to child death notifications and sensitive staff records
- To support the Service Improvement Lead with the development and maintenance of Children's record retention policies and procedures to ensure records held are GDPR compliant.
- Play a key supporting role in Children Services System Renewal, particularly in relation to data management and migration.
- Develop specialist knowledge in relation to the functionality specifics of Children's business applications and how it support business processes and enables performance reporting. This will include being a Super User of Children's case management systems and the supporting "Go to" person for frontline staff who need help entering data correctly.
- Support the Service Improvement Lead for Adults and Children in the Alignment system use with practice process.
- Production of guidance documentation to enable better data recording and assist in standardising processes across teams
- Identify where there are gaps in a children's record and source the data from files/social workers and update the children's record to reflect.
- Monitoring of data quality areas where corrective actions have been put in place to improve and intervene if necessary to ensure corrective action is sustained.
- Checking key data items are recorded for performance reporting purposes, and have a specialist knowledge on which data items feed which performance reports.
- To provide staff training on data entry recording processes to ensure that data management is adhered to and quality of data held on system is of a good standard.
- Have a good understanding of the data protection act and information security associated with sensitive datasets held within Children Services.

Supplementary Accountabilities

- To support the Caldicott Guardian in the management/investigations of data breaches within Children Services
- To support the Children's care information asset owner in areas of work identified as a priority for data management tasks

Knowledge & Experience
Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Coaching Skills
- Strong administrative skills including word and powerpoint
- Experience of analysing data and reporting on trends using a variety of methods
- Working knowledge of GDPR in relation to sensitive case records management

- knowledge of children Services processes and case management systems

Qualifications

- A level educated, or relevant qualification within the data analytical field, or equivalent demonstrable experience in working with data (particularly children services), in an operational environment.
- Good IT literacy skills including intermediate knowledge of Excel and conversant with database applications
- Training Qualification

Decision Making

- Records management in the context of safeguarding in liaison with Quality Assurance Team

Creativity and Innovation

- Ability to think through process improvements and work with Service Improvement Lead Adults and Children and Children Services team managers to implement
- Support in the identification of process improvements and how data capture processes can be streamlined to maximum efficiency
- Understanding of system functionality and how this can be best used to support operational service delivery and further streamlined for efficiency

Job Scope **Number and types of jobs managed :** None **Typical tasks supervised/allocated to others** Data Validation and Analysis, checking tasks to Business Support	Budget Holder	No
	Responsibility **Asset Responsibility**:	None

Contacts and Relationships

- Build good working relationships with team managers and business support staff.
- Sell benefits of good use of data and build trust with teams in the usage and ownership of data.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Review of safeguarding case information for adults.
- The role will involve high levels of data entry and mental demand in terms of concentration to ensure accurate case recording.
- The role is remote working/office based with a high level of VDU work.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	