



Role Profile

Job Title: Data Management Officer (Adult Services)	Grade/ Level: N	Post Number: P/A
Directorate: Children and Adult Services Business Improvement	Job Family: Adult Services	Date Prepared: 02.09.19

Role reports to (Job Title):
Business Improvement Lead (Children And Adults)

Job Purpose:

- Play a key role in improving and maintaining data quality for Adult Social Care.
- Run and interpret validation reports to inform trouble shooting targets in relation to case recording in Eclipse and SWIFT.
- Review business reports to ensure all aspects of an Adult's file are up to date on a routine basis. Meet routinely with managers to understand variations in performance and provide guidance on which data fields feed which performance reports, as well as signposting to definition guidance and interpretation of.
- To proactively support Performance Lead and Business Improvement Lead Adults and Children in the preparation, migration and maintenance of adult's data held on case management systems.
- Support leaders in the development of staff culture that uses case management information and systems to manage adult's data to their full benefit and assists them in the delivery of services.
- Support the Business Improvement Lead for Adults and Children in staff change management in relation to the business applications used within Adult Services to ensure maximum benefit of usage by staff and management to maximise quality of case recording.
- Play a key supporting role in Adult Services Systems Renewal, particularly in relation to data management, migration and supervision of core team members delivering on business process and reporting work streams.
- Develop specialist knowledge in relation to the functionality specifics of adult's business applications and how it support adult's business processes and enables performance reporting. This will include being a Super User of adult's case management systems and the "Go to" person for frontline staff who need help entering data correctly.
- To support the implementation of ADASS and Local Authority recommendations in relation to Adult services use systems, in terms of improving reporting performance, and enabling the efficient management of operational teams by social care management.
- Support the Business Improvement Lead Adults and Children in the Alignment system use with practice process and work with practitioners under the Business Improvement Lead Adults and Children's guidance to achieve this.
- To undertake the testing, evaluation and contribute to the appraisal of and adult systems software prior to implementation in a live environment.
- Develop business objects report from specifications provided.

Key Accountabilities:

1. Identify where there are gaps in an adult's record and source the data from files/social workers and update the adult social care management system to reflect.
2. Support the Business Support leaders in the running of business objects reports and the validation of data.
3. Identification of data quality issues and liaison with team managers/workers and business support to assist through updating of data and guidance on how to maintain consistently.
4. 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.
5. Checking key data items are recorded for performance reporting purposes, and have a specialist knowledge on which data items feed which performance reports.
6. Work closely with performance analysts and investigate reasons for performance variances with teams. Understand the story around performance variations in relation to data, and escalate to Business Improvement Lead Adults and Children if changes in recording processes may be required.
7. Undertaken and train others in all data entry recording processes to ensure that data management is adhered to and quality of data held on system is of a good standard.
8. Have a good understanding of the data protection act and information security associated with sensitive datasets held within Adult Services.

Supplementary Accountabilities: None

Job Scope: *Number and type of jobs directly managed:*
None

Job Scope: *Direct responsibility for financial resources and / or physical assets*

Typical tasks supervised/allocated to others:
Data Validation/Checking tasks to Business Support Team Leader.
Guidance on use of data validation reports and tasks associated with

Budget: None

Assets: None

Knowledge and Experience:

- A level educated, or relevant qualification within the data analytical field, or equivalent demonstrable experience in working with data (particularly adult services data), in an operational environment.
- Good IT literacy skills including intermediate knowledge of Excel and conversant with database applications
- Ability to interpret and present data to operational managers in a way which is insightful to the business
- Experience of analysing data and reporting on trends using a variety of methods
- Experience of data validation within teams
- Experience of informal training delivery to staff

Decision Making:

- Methodical and accurate when dealing with data, and application of business rules in conjunction with line manager
- Able to interpret performance indicator guidance and definitions and apply locally to the datasets being processed

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.

Creativity and Innovation:

Ability to think through process improvements and work with Business Improvement Lead Adults and Children and Head of Business support to implement.
Innovative ways of presenting/formatting data to help easily target data quality issues and most efficient way to correct them.

Emotional Demands of the job:

Review of safeguarding case information for adults.

Job Specific Competencies

Features of the role:

The role will involve high levels of data entry and mental demand in terms of concentration to ensure accurate case recording.
The postholder will be required to travel to sites across Swindon on a routine basis.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: