



Northumberland County Council  
JOB DESCRIPTION

<b>Post Title:</b> L&OD Assistant - Data & Quality	<b>Director/Service/Sector</b> Human Resources & Organisational Development - Learning & Organisational Development		<b>Office Use</b>
<b>Grade:</b> Band 5	<b>Workplace:</b> County Hall		<b>JE ref:</b> 3656
<b>Responsible to:</b> L&OD - Adviser Apprenticeships & Employability Programmes)	<b>Date:</b>	<b>Job Family:</b> HR / Training	
<b>Job Purpose:</b> To contribute to the development of accurate, timely and high quality performance information across the directorate and council as required. The post holder will be responsible for managing Data Quality and Compliance across our apprenticeship and employability portfolio; which includes apprenticeships, traineeships delivered by our external provider network. Below is an overview of the type of duties the post holder may be required to undertake.			
<b>Resources</b> Staff	Direct – Business Administrator, – Apprenticeships and Traineeships, Indirect - Coordinating apprenticeship and employability programme themes through collaboration with others		
Finance	Whilst not managing budgets, the post produces data analysis as part of apprenticeship Levy, contributes to the evaluation of value for money and produces management information that is used to set budgets and inform strategic decision making .		
Physical	Responsibility for the collection and maintenance of records in large databases.		
Clients	Heads of Service and Head teachers, wide range of staff across the council. Ensure compliance with relevant legislation, council policies and procedures.		
<b>Duties and key result areas:</b>			
<ol style="list-style-type: none"> <li>1. Develop data tracking and control systems to monitor and manage performance within the apprenticeship and employability support programme provision to ensure compliance with internal/external targets, agreements, regulatory and contractual requirements.</li> <li>2. Liaise with HEi's, Approved Providers, HMRC and ESFA for data returns/submissions and reconciling errors within the Digital Apprenticeship Service and Levy Account.</li> <li>3. Responsible for the day to day management of allocated L&amp;OD apprentices and administrators and will manage their work performance to meet KPI and targets</li> <li>4. Responsible for all Apprenticeship and Employability Programme data within our Information Management Systems including: Oracle, OneFile, The Apprenticeship Service; EPA, Procurement and Contracts meet regulatory requirements.</li> <li>5. Ensuring that information held within information systems is of the highest possible standard (accurate, consistent and timely)</li> <li>6. Monitor levy spending and reconcile funding payments</li> <li>7. Support the L&amp;OD Advisor (Apprenticeship &amp; Employability Programme) to implement, monitor, investigate, validate and correct the quality of data on core data systems.</li> <li>8. Undertake data investigation, monitoring, validation and correction in a timely and structured manner as directed by the L&amp;OD Advisor (Apprenticeship &amp; Employability Programme)</li> </ol>			

9. Responsible for creating and analysing data reports; including data quality and audit results to senior management and Apprenticeship progression reports to workforce committee leads.
10. Developing and updating the NCC Apprenticeship webpages, management of the Apprenticeship in-box, DAS tracking system, NCC Apprenticeship Database and apprenticeship promotional material
11. Produce and present management and performance information data in a variety of engaging formats e.g. management dashboards, infographic posters, advanced spreadsheets, charts, PowerPoint presentations, etc.
12. Develop and maintain positive relationships with key stakeholders, often dealing with challenging and complex situations.
13. Contribute to the development of the council's performance management framework, occasionally leading on small and medium scale projects under moderate supervision of line manager
14. Undertake data transfer and analysis using various IT packages, sometimes to an advanced level
15. Undertake statistical analysis to benchmark data, often to an advanced level and possibly requiring complex mathematical and technical skills
16. Learning new software and the coaching and training of stakeholders in the development and usage of it to deliver performance management information
17. To support the corporate values of the Council and to work effectively with a wide range of staff
18. To be responsible for the collection and maintenance of records in large databases
19. Undertake automation of data production to make processes more efficient
20. To represent the L&OD team as directed by the L&OD Advisor (Apprenticeship & Employability Programme) in discussions / meetings regarding technical developments
21. Support the L&OD Advisor (and others in the line management structure) in discharging their duties, and deputise for them as directed
22. To interpret and explain council regulations and policy, such as compliance with the data quality policy, and adherence to Government regulations
23. To handle data within the parameters of the Council's data protection policies
24. To contribute to specific strategic corporate initiatives as agreed (e.g. uphold the council's approach to data quality)
25. To work within the guidelines of the corporate and directorate equal opportunities frameworks and act with integrity and respect towards colleagues and service users
26. To undertake any other duties of a similar level and responsibility as may be required by the Corporate Director from time to time which could include direct contact with apprentices and young people.
27. Taking projects forward increasingly as the lead person and knowing what needs to be done when facing new challenges

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

**Work Arrangements**

Transport requirements:  
 Working patterns: Full time  
 Working conditions: Flexible

Flexible working hours apply subject to the needs of the service and requirement for working on a rota being met. Some occasional evening working is required. Frequent travel across Northumberland is required, with occasionally further afield to attend training.

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**PERSON SPECIFICATION**

<b>Post Title:</b> L&OD Assistant - Data & Quality	<b>Director/Service/Sector:</b> Human Resources & Organisational Development - Learning & Organisational Development	Ref:
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>● NVQ 3 or equivalent in subject(s) containing a reasonable amount of IT and statistics e.g. Maths with Statistics, Economics</li> <li>● knowledge of the workforce development in particular to apprenticeships and traineeships</li> <li>● Knowledge of the main theoretical, procedural and practical issues relating to the service</li> </ul>	<ul style="list-style-type: none"> <li>● Data Science qualification and experience</li> <li>● Experience of administering digital apprenticeship service data</li> <li>● Understands the diverse functions of a large complex public sector organisation and the relevant professional issues.</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>● Significant proven experience, gained either in the workplace or through study, demonstrating: <ul style="list-style-type: none"> <li>○ Systems development</li> <li>○ Data input and reporting</li> <li>○ Administration of Learning Contracts and Frameworks</li> </ul> </li> <li>● Development and use of IT packages for data extraction, analysis and presentation (e.g. Access, excel, web)</li> <li>● Experience in applying a range of relevant professional methods, tools and techniques.</li> <li>● Experience of dealing effectively with others</li> <li>● Recent experience in giving good advice to stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>● Proven experience of working in Local Government in an area related to Human Resources, management information or ICT</li> <li>● Experience in project management.</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>● Advanced skills in using Microsoft software (e.g. Excel, Access and Word) to enable effective data collection, processing and analysis.</li> <li>● Ability to learn new software quickly and relate it to other software packages</li> <li>● Ability to communicate well, writing clear and appropriate briefings, bringing out the significance and limitations of numerical and other information.</li> </ul>	<ul style="list-style-type: none"> <li>● Knowledge of the information requirements relating to the national apprenticeship agenda</li> <li>● Contribute to development of using a website for communication</li> <li>● Knowledge of information systems in a large organisation</li> </ul>	

<ul style="list-style-type: none"> <li>• Numerate and skilled at analysing/reasoning with complex business related statistics.</li> <li>• Remains calm and logical in difficult situations.</li> <li>• Ability to learn how to automate production of routine statistical information</li> <li>• Ability to meet tight deadlines</li> <li>• Highly organised, methodical, reliable, accurate</li> <li>• Able to work independently and to take initiative</li> <li>• Ability to work flexibly and collaboratively with a wide range of staff using negotiation skills to seek desired outcomes</li> <li>• An awareness of the importance of confidentiality</li> <li>• Ability to communicate effectively with all levels of staff, verbally and in writing</li> </ul>		
<b>Physical, mental, emotional and environmental demands</b>		
<ul style="list-style-type: none"> <li>• Willingness to pursue training in any area of work relevant to the job description and grading of the post.</li> <li>• To be able to meet the transport requirements of the post</li> <li>• Normally works from a seated position with some need to walk, bend or carry items.</li> <li>• Need to maintain general awareness with lengthy periods of enhanced concentration.</li> <li>• Lengthy periods of concentrated mental attention with pressure from deadlines, interruptions and conflicting demands.</li> <li>• Contact with stakeholders may result in some emotional demands.</li> <li>• Able to work systematically, calmly and logically in a pressurised situation</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to the culture of continuous improvement and partnership working</li> </ul>	
<b>Motivation</b>		
<ul style="list-style-type: none"> <li>• Demonstrates integrity and upholds values and principles</li> <li>• A corporate orientation</li> <li>• Promotes equal opportunities and diversity in all aspects of work.</li> <li>• Works collaboratively to achieve team spirit</li> <li>• Proactive and achievement orientated</li> <li>• Adapts to change by adopting a flexible and cooperative attitude</li> </ul>		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

