

## Job Description: Field Data Manager

**Reports to:** Systems Support (Service Delivery) Manager

**Location:** West London – currently operating an agile working policy with two core days (Mon and Weds) in the office

**Contract:** Permanent

**Pattern:** Full Time (standard hours 9am – 5.30pm)

**Salary:** £30,000 to £35,000 (depending on experience)

### About the role:

Ark Schools prides itself on having a sector-leading approach to information systems and data analysis. With 39 schools currently open, we are looking to appoint an experienced, well-organised, enthusiastic, and highly effective Data Manager to work across several our schools.

The Field Data Manager will be responsible for the collection, organisation, input, analysis, presentation, and distribution of data relating to pupil attainment and progress. Bespoke training will also be provided on how to support a range of data tools, cutting edge visualisation tools, and other powerful analytics tools that have been developed in-house.

This is a fantastic opportunity, for an enthusiastic and ambitious IT graduate or an existing Data Manager looking to grow in their career, to join our talented data and systems team.

### Key Responsibilities:

- Provide excess capacity for the 1<sup>st</sup> and 2<sup>nd</sup> Line Analyst at times of increased demand
- Cover for sickness / annual leave for colleagues in the Systems Support team
- Support the team to ensure work is compliant with Ark SLAs for incidents and other service requests, either through reminders or alerts when updates or closures are time critical
- Contribute towards establishing customer experience mapping and building out the processes that will enable continuous improvement
- Review completed systems support tasks to ascertain compliance with standards
- To monitor and maintain the team's failed calls log
- Assigning tickets to the Systems Support workstream; direct support calls for Ark Schools' MIS solutions, any supported third-party systems, and in-house or bespoke data and analysis tools in accordance with ITIL standards

### **Responsible for the delivery of the core systems support service model to Ark Central Teams and schools not using the Field Data Manager service:**

- First and second line support for technical issues with not only the MIS, but also with other related processing and analysis systems
- Escalation of these issues to third line support where relevant criteria met

### **Provide on-site routine support to schools:**

- Develop and manage all aspects of the school MIS, including effective day-to-day operation of the MIS and associated data systems
- Ensure the validity and integrity of the data held within the MIS and associated data systems
- Support in-school colleagues in the use of the MIS and associated data systems, in order to develop capacity within the school

- Support school leaders by utilising tools to develop annual curriculum planning, timetabling, and teaching group management tasks
- Support school leaders and teachers around key assessment cycle tasks, including data entry and reporting
- Ensure that all external data returns are completed accurately and punctually

### **Communication across the network**

- Work closely with network assessment and data leads to ensure knowledge and understanding is up to date
- Work with the wider Ark Central teams to ensure robust and effective procedures and supporting documentation are in place for the on-going use and development of Ark School's data function
- Maintain familiarity with the data requirements of each school

# Person Specification: Field Data Manager

## Qualifications

- Qualified to degree level or above

## Knowledge & Skills

- Extensive experience with a range of school Management Information Systems (MIS) or be a highly skilled data/information management graduate.
- Experience of any of the following would be highly advantageous: School MIS, MS Excel, Tableau, SQL database systems
- Have extensive experience with a range of school Management Information Systems (MIS) or be a highly skilled data/information management graduate
- Willing to travel occasionally between Ark central office and Ark Schools as required for the role
- Highly computer literate, with specific skills when using spreadsheets

## Personal Qualities

- Have an interest in data management and analysis, particularly in the Education Sector
- Good attention to detail
- The ability to skilfully manage and maintain effective working relationships
- Be able to communicate on a technical level with other IT professionals, and in non-technical terms to academic colleagues
- The ability to follow instructions accurately
- Strong interpersonal, written, and oral communication skills
- Strong organisational and time-management skills
- The ability to work well under pressure
- The ability to be decisive
- High levels of honesty and integrity
- Adaptable, flexible and able to work with minimum supervision
- An understanding of the importance of confidentiality and discretion
- The ability to take personal responsibility, a readiness to reflect and self-evaluate and the ability to change, improve and develop
- Confidence and self-motivation

## Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).*