

Data Support Officer

Ark is a fast growing children's charity seeking to establish an outstanding network of inner city academies. We currently operate 31 academies, across 4 regions, with several more under development.

We pride ourselves on having a sector-leading approach to information systems and data analysis, and we are now looking for an enthusiastic and highly numerate individual to join our talented and growing data support team in this entry-level position.

The successful candidate will be trained in how to support a range of data tools, including major school information systems such as SIMS and CMIS, cutting edge visualisation tools such as Tableau, and other analytics tools that have been developed in-house. While based in London, there may be some travel to Ark academies in London, Birmingham, Hastings and Portsmouth involved.

The ideal candidate will be proactive and solution-oriented, possess a high level of attention to detail and be able to work flexibly and collaboratively. This is an excellent opportunity to kick start your career through our comprehensive on- the-job training.

To apply, please go to www.arkschools.org/careers, to upload your CV and covering letter. Applications will be reviewed on a rolling basis with a final deadline of **11am on Friday 9 January 2015**. Interviews are scheduled to take place during the week commencing 19th January 2015.

If you have any queries or any technical difficulties submitting your application please contact our recruitment team on 0203 116 6345 or at schools.recruitment@arkonline.org.

Ark is committed to safeguarding children; successful candidates will be subject to an enhanced Disclosure and Barring Service check.

Job Description: Data Support Officer

Reports to:	Senior Support Manager
Start date:	As soon as available
Location:	Holborn, London
Salary:	£20,000 – 25,000 per annum (dependent on experience) + pension contribution
Contract:	Permanent

The Role

The purpose of this role is to provide data support to schools who have agreed to our Data Management Support Service. In addition you will need to support any other reporting and management systems used across our network.

Key responsibilities

- To act as 1st and 2nd line support for calls logged through the Ark Systems and Data Service Desk, relating to any aspect of data support at Ark, including the school MIS (e.g. SIMS, CMIS), visualisation software (e.g. Tableau) and in-house analytics tools.
- To escalate support calls to appropriate members of the Ark Systems and Data team where necessary.
- 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.
- To meet additional support requirements around key events throughout the academic year such as statutory returns.
- To provide administrative support to the team on an ad-hoc basis.

Data Management

- Learn the use of all aspects of Ark's MIS solutions
- Assist specific Ark schools with their data management requirements in the following ways:
 - Supporting the data integrity within Ark's MIS solution, such as attendance, reporting, Census returns, admissions/leavers, exclusions, timetabling support, student and staff information etc.
 - Provide support for maintaining records of student progress, to help make sure that all information held is accurate and reliable.
 - Assist in the provision of reports, as requested, for the Department of Education, local authorities, staff, pupils and parents regarding assessment information, ensuring the provision of accurate and appropriate information to relevant parties.
 - Helping the academies annual pupil report procedure to assist in providing pupils with regular and timely academic feedback.

Other

- Support Ark in responding to queries associated with the Data Protection or Freedom of Information Acts.
- Identify and raise concerns regarding schools' practices with data, processes, policies and security.
- Attend relevant exhibitions and seminars to gain knowledge on relevant software matters, new innovations and trends in data management development.
- Establish and maintain cooperative working relationships with other teams, contractors, suppliers, schools etc.
- Undertake any other responsibilities commensurate with the post as directed by the Senior Support Manager.

Person Specification: Data Support Officer

Qualifications

- Qualified to Degree level or above
- Right to work in the UK

Knowledge and experience

- The successful candidate should also be able to demonstrate high levels of numeracy.
- Experience of any of the following would be highly advantageous:
 - MS Excel
 - SQL database systems
 - Broader IT competency

Personal qualities

- Have an interest in the Database and Data Management field, particularly in the education sector.
- Be self-motivated, and resilient with a “can-do” attitude and the ability to work calmly and pragmatically under pressure
- Take personal responsibility for their own actions and for organisational outcomes
- Possess strong customer service skills and an excellent phone manner
- Be able to communicate on a technical level with other IT professionals, and in non-technical terms to academic colleagues.
- Show sound time management skills, and an ability to prioritise workload to meet deadlines
- Have excellent interpersonal skills, with previous experience in a client facing role.

Values

- Personal vision is aligned with Ark’s high aspirations and expectations of self and others
- Genuine passion and a belief in the potential of every student
- Motivation to continually improve standards and achieve excellence above norms.

Other

- This post is subject to a Disclosure and Barring Service Check
- The post holder must be committed to safeguarding the welfare of children.
- The post holder may be required to work outside normal business hours, on occasion, with due notice.
- The post holder will be required to adhere to the Ark’s annual leave policy.
- The post holder will be required to travel within the UK.