

Job title:	MIS Support Specialist (Secondary)
Job ref:	HFL1392
Hours:	37 per week
Salary band:	Band 5: FTE £28,000 - £32,000 p.a
Contract:	Permanent
Reports to:	Data Management Services Manager
Team:	Data Management Services
Location:	Home based, with the potential to work up to 2 days in the Head Office – Stevenage, if desired

Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

Job context

The Data Management Services (DMS) team has responsibility for support and training in the use of Management Information Systems (MIS) for a range of almost 500 educational settings, providing specialist expertise and advice. In 2021, we procured a new multi-supplier MIS framework, providing schools with a range of solutions for their MIS. As a result, we are expanding our support team providing specialist MIS support.

The DMS team forms part of HfL's Business Services which delivers a complete range of services to support school and educational settings, develop and complement the work of headteachers, governors, School Business Managers, Finance, HR and admin staff, as well as helping them get the best from existing technology and their Management Information Systems (MIS).

Purpose of the job

The role will specialise in support for secondary phase schools and settings. Supporting the DMS team to provide high quality support and advice to a wide range of school and education staff in the use and implementation of management

information systems (MIS) processes, including SIMS, Arbor, Bromcom and ScholarPack.

The role requires continuous professional development to ensure a good understanding of the specific requirements across a range of MIS supported, ensuring that the team offers comprehensive, timely and quality support, training and consultancy.

Main areas of responsibility

The post holder will be expected to:

- support schools in their use of MIS through the HfL ICT Service Desk.
- support the development of team strategy to ensure the team offers a comprehensive, timely and high-quality range of support, training, consultancy and user groups.
- support the DMS team in the creation and development of innovative new services.
- take responsibility for your own learning and upskilling in key areas of MIS support liaising effectively with suppliers regarding improvements to the software.
- liaise with colleagues about new developments; review and contribute to instructional documentation for users in schools and other educational settings.
- play a key role in the promotion of services offered, contributing to the effective maintenance and development of marketing, case studies and website materials.
- provide telephone and on-line support and advice to a wide range of education personnel, in the use of their MIS.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

Knowledge and Experience

The ideal candidate will have:

- Excellent interpersonal skills and an enthusiasm for learning new skills
- In-depth knowledge of at least one of SIMS, Arbor or Bromcom MIS, with expertise in an area of secondary phase specific functionality such as Exams or Timetable
- Experience of working in an MIS support environment or secondary school setting would be an advantage

In addition:

- A demonstrable understanding of a range of functionality in SIMS, Arbor or Bromcom MIS would be an advantage, particularly with a secondary focus
- Service Desk/support experience is preferred but not essential, training will be given
- Knowledge of multiple Management Information Systems would be advantageous but is not essential

Skills and abilities

- Sensitive to the needs and views of others, with the ability to inspire confidence and respect from colleagues, customers and staff in other teams through a cooperative and supportive approach
- Analytical and problem-solving skills to analyse plans and strategies to ensure they will meet agreed objectives, and to create and develop solutions and ideas to achieve goals
- Ability to handle high volume of work and achieve results, flexibility and realism in planning a course of action to achieve results to agreed deadlines
- Excellent Communication skills, with a great telephone manner
- Be highly organised with great attention to detail
- Excellent interpersonal skills, patient and understanding of the challenges faced by staff in schools
- Committed to delivering a great service to the customer
- Willingness to learn and maintain continuous professional development in line with the supported MIS

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Black Lives Matter statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Jennie Readings on jennie.readings@hertsforlearning.co.uk.

To apply, please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on hfl.recruitment@hertsforlearning.co.uk or 01438 544439.

Closing Date: Thursday 6th January 2022 at midday

***Interview Date: Tuesday 18th January 2022**

*Please note that the interviews will be taking place remotely.

