

Post Specification

Post Specification - Key Information

- **Post Title:** MIS Manager
- **Date:** July 2025
- **Post Group Number:** 8715
- **Job Family:** Organisational Support
- **Job Family Role Profile:** RT15
- **Final Grade:** 15

To be read in conjunction with the job family role profile.

Service Area Description

The Community Learning and Skills (CLS) Service is an integral part of the Council's Environment and Community Services Directorate. The service is largely externally funded by the Skills Funding Agency with other smaller contracts from the Education Funding Agency, European Social Fund and Department for Work and Pensions, plus some Council funding through the Community Investment Fund.

The service delivers community learning and skills provision to around 9,000 adults a year in over 200 venues across the county including a network of Council-run community learning centres, schools, children's centres, employer premises, a wide range of community outreach locations and a number of independent externally sub-contracted organisations. The service is focussed on provision which transforms the lives of our most disadvantaged communities, enhances employment opportunities for low skilled residents and meets the needs of local employers.

The service provision consists of a wide range of community learning and skills programmes including: vocational qualifications; work-based learning (including apprenticeships); English & maths (at all levels from entry level through to GCSE); LLDD provision; employability; family learning; ICT; civic engagement; health & well-being, and culture.

Purpose of this Post

- To manage the day to day running of the service MIS systems.
- To manage all learner and course data relating to service provision, ensuring the service meets the data reporting requirements of external funding bodies and Ofsted.
- To lead on the development and implementation of a new MIS system which is modern, fit-for-purpose and used at an appropriate level by all staff in the service including staff in delivery centres.

Key Job Specific Accountabilities

1. Manage the service's Management Information System (MIS) databases to ensure the accuracy, availability and accessibility of all learner and course data required for the effective and efficient management of the service on a day-to-day basis.
2. Maintain accurate records of all course, learner and examination/accreditation data and work closely with delivery colleagues and external partners to achieve this.

3. Be responsible for the management and storage of electronic and paper records.
4. Produce accurate and timely statistical returns to the SFA and other external bodies, as well as for internal council purposes.
5. Advise the service on MIS issues and the implications of funding and all funding changes.
6. Advise service managers about funding methodology and optimisation of retention, achievement, success, progression and destination in order to achieve key performance targets.
7. Produce timely, accurate and accessible data reports and funding information to enable service managers to plan curriculum and delivery, monitor performance and improve quality.
8. Work closely with the service Finance Officer to enable service managers to effectively plan and manage budgets through accurate and timely funding information and data reports, and to enable the Director of Finance to submit accurate and timely funding claims and Use of Funds statements.
9. Plan and manage the workload of the MIS team to ensure timely and accurate input of enrolment and other data to the service MIS system.
10. Lead on compliance with the Data Protection Act throughout the service, ensuring that all staff and partners have access to guidance documents and clear processes and procedures.
11. Develop, maintain and disseminate procedures manuals for all data requirements and best practice.
12. Manage the production of course details on the council website and the SFA Provider Portal.
13. Manage all data audits on behalf of the service and ensure that systems are in place to validate the accuracy and integrity of data.
14. To fully support MIS users across the Service by ensuring that reporting systems are reliable, accessible and fit for purpose, including providing in-house training for staff in the use of MIS systems and other related computerised systems as appropriate.
15. To liaise with the central ICT Services team to ensure that the service's computerised funding and MIS systems are managed and maintained effectively.
16. To be the lead contact for the Service in respect of Freedom of Information requests and Data Protection matters in accordance with the County Council's policies.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** Responsible for the accurate and timely production of learner and course data to enable service managers to effectively manage their budgets and achieve income targets.
- **Staff Management Responsibilities:** MIS Officers/administrators
- **Other:** N/A

Essential Criteria

- **Qualifications:**

- Degree or HND in a related discipline e.g. Business/IT Systems.
- Maths and English at GCSE Grade C or above (or equivalent).
- **Knowledge:**
- Thorough understanding of the data requirements of funding agencies and awarding organisations.
- In depth understanding of Data Protection Act requirements.
- **Experience:**
- Substantial experience of using student records systems and databases.
- Substantial experience of a range of specialist MIS software systems used in the FE sector, including funding agency software (FIS, DSAT).
- Substantial and recent experience of interrogating FE and adult learner records.
- Substantial and recent experience of submitting funding returns to external agencies.
- **Expertise:**
- Effective leadership skills.
- Excellent inter-personal and communication skills.
- Excellent time management and organisational skills.
- Able to form and maintain effective working relationships both internally and with external partners.
- Ability to write complex database reports using Microsoft Access and Business Objects.
- Excellent IT knowledge (Windows, spreadsheets, databases) and high degree of computer literacy.

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Basic Check

Job Working Circumstances

- **Emotional Demands:** Normal
- **Physical Demands:** Normal
- **Working Conditions:** Post is based in Penrith with some travel around the county.
- **Other Factors:** None