

Job title	MIS Administrator
Contract	Permanent
Salary	Up to £25,000 pa pro-rata 3 days per week
Location	Purfleet, Essex
Responsible to	Director of Curriculum and Quality
Direct reports	None
Works with	Industry Practitioners, Functional Skills Trainers, Course Leaders, Learning Coaches and Marketing Executive
Date	July 18

National College for Creative Industries/The Backstage Centre

The National College Creative Industries was incorporated in September 2016 to develop industry lead high level technical skills within the Creative and Cultural Sector. The Backstage Centre is a commercial trading subsidiary of the National College which hosts leading technical facilities located at High House Production Park in Purfleet, Essex, where the National College for Creative Industries are located.

Role Overview

To provide and be responsible for the data management of the college through the delivery of excellent and robust data management and reporting systems

Support and inform the strategic systems development of the College with the Director of Curriculum and Quality

To manage the MIS and Examinations function to ensure that all data is obtained and reported in a timely and accurate manner

The role will involve the following:

Key responsibilities

- Responsible for the preparation and submission of statutory ILR returns, funding estimates, funding claims and other associated files and data
- Responsible for operational issues relating to ESFA funding, including policy & guidance, advice & updates, data availability and software
- To lead relevant internal and external audits
- To ensure that all student related data, including timetabling, is stored and captured in a manner that is consistent with internal and external requirements that will support audits, inspections and performance KPI's for the College
- Drive the review, redesign and development of data management systems to ensure effective linkage with operational planning and performance data

- To ensure the co-ordination of data requirements are timely and accurate meeting the needs, planning cycles, external agencies and management
- Ensure that systems and procedures are designed and implemented, monitored and reviewed to enable effective tracking of all learners at any stage of their learning cycle
- Ensure positive communication and excellent customer service for and on behalf of MIS managing the interface between curriculum, threshold services and MIS
- To collaborate with the ICT team to ensure efficient systems support the needs of teaching staff and accurately capture data needed for ILR and other funding returns
- Ability to work with other key members of staff to establish and deliver the business systems needs of the organisation
- To ensure the accurate translation of curriculum planning into the college's student record system
- Provide information and support to curriculum colleagues in respect of the college's core funding streams and advise on how to optimise income and efficiency
- To work with other colleges and agencies on the sharing of best practice and the development, introduction and evaluation of innovative business systems
- Ensure that all relevant processes are documented and reviewed to ensure compliance and take responsibility for improvements of systems and processes
- Responsible for the download and distribution of external data from all sources
- Responsible for providing a central overview of all aspects of ESFA and HE funding claim performance including: ALS, HNS, excess Learning Support & EAS adjustments
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Maintain and claim Awarding Body certifications and ACE Certifications

Innovation and continuous improvement

- To advise the business on new areas of funding and changes to funding rules/guidance
- To work responsively with Director of Curriculum and Quality and Industry Practitioners in the development of innovative approaches to increase employer apprenticeship recruitment

Performance Management

- Develop and maintain robust reporting protocols to analyse profitability on all courses, regular statistical information and reports, annual self- assessment report and commercial reviews
- Ensure quality of recruitment and liaise and develop dialogue with Industry Practitioners to fully understand the range of products

Results focused

- Working with the Director of Curriculum and Quality; prepare robust forecasts for both FE/HE and Apprenticeship achievement and retention data
- Act as the main administrator for the student/learner database, train new users and liaise with system provider to ensure the system is working effectively and meeting NCCI needs

Learner focused

- Provide the Director of Curriculum and Quality with apprenticeship and FE start/progression an achievement information/reports to inform the Board of Governors and Principle of current and future position of the College
- Manage the student/learner database ensuring compliance within a 1% error rate

Commercial Awareness

- Present a friendly and efficient service that demonstrates a high level of commitment to customer service; acting as a point of contact, dealing with enquiries and responding to requests for information

Team Working

- Liaise effectively with Industry Practitioners, Functional Skills Trainers, IQA's and Student Industry Standard Practitioners to ensure data is compliant, accurate and timely
- Liaise effectively with Pastoral & Welfare Lead for areas of additional learner support
- Liaise effectively with the Marketing team to provide information relevant to projects and campaigns

Communications

- Be able to communicate at all levels within the College, demonstrating good influencing and engagement skills
- Be able to communicate effectively with employers, learners and parents ensuring a positive representation of the college

General

- Comply with all college policies and procedures, and undertake appropriate training and staff development as required
- Support the College policy on risk management (being aware of the College Risk Register) and engage with management to embed core values and awareness within the working environment and with all members of staff
- Carry out any other duties which could reasonably fall within the scope and responsibility of the post
- Able to travel within the UK, and to work occasional unsocial hours.
- Maintain industry CPD to ensure skills and experience remain current
- Contribute to the cost-effective running of the company

This job profile provides a general description and is not intended to be comprehensive. It may be altered from time to time as required for business reasons, to meet the changing needs of the National College Creative Industries.

PERSON SPECIFICATION – Business Development Manager

	Essential	Desirable	Source of Evidence A/I/R/T
EXPERIENCE			
Experience of preparation and submission of statutory ILR returns, funding estimates, funding claims and other associated files and data.	√		A/I
Experience of operational issues relating to ESFA funding, including policy and guidance, updates and software.	√		A/I
Detailed experience of FE core funding methodologies.	√		A/I
Experience of developing and managing robust and reliable corporate data and reporting services.	√		A/I
Experience of planning and managing internal and external audit and reporting processes	√		
Ability to analyse and interpret complex management data and information	√		
Experience of working with Awarding Bodies to claim and resolve issues relating to certification			
Excellent IT skills and proficient user of MS Excel, Access and Word	√		
QUALIFICATIONS			
Degree or relevant professional qualification		√	A
Administration/IT qualification	√		A/T
Literacy and Numeracy Level 2	√		A/T
KNOWLEDGE, SKILLS AND ABILITIES			
Administrative and organisation skills	√		A/I/T
Good time management	√		A/I/T
Good interpersonal skills	√		I
High achieving and continuously developing ways of improving service	√		A/I
To support the promotion of the National College, providing advice and guidance to the employers.	√		I
Commitment to integrity at all times	√		I
Ability to work efficiently	√		T
Ability to work on own initiative and pro-active	√		I
Ability to communicate effectively, written and spoken at various levels to different audiences	√		I/T
Professional and approachable	√		I

OTHER REQUIREMENTS			
Awareness and strong commitment to equal opportunities and the promotion of diversity.	√		I
Ability to work to quality standards.	√		I/R
Have a current and clear DBS Check which provides evidence of suitability to work with children and vulnerable adults	√		I/R
Ability to travel and work flexibly (including evenings/weekends) by visiting and supporting apprentices in the workplace.	√		I

Assessment Criteria: A = Application, I = Interview, T = Test, R = References