

(Tier 5) Synergy System Data Analyst

Tier 5/ Synergy System Data Analyst, Scale I

Directorate: Service area:	Communities Education Services
Accountable to:	Tier 4b Synergy Business Specialist
Accountable for:	N/A
Politically restricted post	No
Delivery teams:	N/A
Grade:	Scale I (£27,041 - £29,577)

Context

You will play an active role as part of our Synergy business team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none">• Independently interpret and analyse complex data administration processes ensuring they maintain a high standard of data quality• To plan and coordinate data administration tasks ensuring the Synergy database is continually updated• To operate complex administrative systems and procedures within the team that specifically support the operation of the service area• To evaluate existing and new functionality and test solutions to make more effective use of the Synergy application• Advanced manipulation, interrogation and analysis of a wide range of complex data to identify and investigate issues• Contribute to the development of business processes ensuring they maintain a high standard of data quality• To liaise with the Synergy service desk where incidents/requests identify data quality issues and to independently interpret, analyse and
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(Tier 5) Synergy System Data Analyst

	<p>investigate issues through to a sustainable resolution.</p> <ul style="list-style-type: none"> • To liaise with education services and business intelligence to support the development of information dashboards • Maintain risk and issue logs relating to the accuracy of data in the Synergy database • Provide training and support to internal services and partners in the use and maintenance of contextual education data • To liaise regularly with external data suppliers to ensure that key datasets are accurate and up-to-date • To promote the use of quality standards for data entry across education services • To take personal responsibility for peer support and continuous development by participating in knowledge transfer
Key business measures	All school aged children living in Warwickshire will be on a school roll or currently known to WCC Education Services
Statutory responsibilities (<i>if applicable</i>)	Not applicable
Specific experience	<ul style="list-style-type: none"> • Educated to degree level or equivalent, or with relevant experience in analytical and/or technical roles for a minimum of 3 years. • The ability to independently interpret and analyse data administration processes • Experience in leading and co-ordinating the work of project teams • Experience of querying, analysing, presenting and visualising data in a recognised database environment (such as MS SQL or PostgreSQL) • Data analysis and problem-solving skills • Experience of handling confidential information • Experience of providing information and advice including the ability to communicate complicated or sensitive information with varied audiences in person, through technology or writing. • Experience of testing and recommending solutions to meet business needs • Experience of contributing to the development of policies and procedures • The ability to organise own workload and decide priorities. • The ability to liaise with development staff and 3rd party suppliers as and when required to diagnose, test and resolve issues

(Tier 5) Synergy System Data Analyst

	<ul style="list-style-type: none">• The ability to assist with system upgrades and new system/module implementations• The ability to assist with system testing as required
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Desirable Experience	<ul style="list-style-type: none">• Experience of supporting and analysing IT applications and functionality• An understanding of the Education Services department within a local authority and the underpinning legislation• Previous experience of supporting the Synergy Application• ITIL Foundation v3/v4
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	<ul style="list-style-type: none">• ICT Management• Education Management• Schools and academies• End system users• Software supplier

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what
we say



move with
purpose
and energy



focus on
solutions



help people
and
communities
to find their
own solutions



build strong
working
relationships



be the
best we
can be

Strategy... the direction we will take to
achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan,
purchase and monitor our services



Strategic Commissioning... the process for
understanding, planning and delivering services
to achieve the best outcomes



Operational Commissioning... the process for
meeting need at an individual level or to a
specific group



Delivery... providing services to our
customers

