Tier 5/ Synergy System Data Analyst, Scale I

Tion or Cynorgy Cyclonic Buttur Andryot, Co.	1
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	 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

	investigate issues through to a sustainable resolution.
	 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 (if applicable)	Not applicable
Specific experience	 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

•	The ability to assist with system upgrades and new system/module implementations
•	The ability to assist with system testing as required

Desirable Experience	 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	ICT Management	
	Education Management	
	Schools and academies	
	End system users	
	Software supplier	

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

g Collaborative

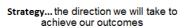
Customer focused

Accountable

Trustworthy

Our Behaviours







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

