

# Capel Manor College

## Digital Systems and Data Apprentice

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### Job Description & Person Specification



# JOB DESCRIPTION & PERSON SPECIFICATION

## JOB DESCRIPTION

<b>Post</b>	Digital Systems and Data Apprentice
<b>Scale</b>	National Minimum Wage
<b>Grade</b>	Age Dependent in line with legislation
<b>Responsible to</b>	Digital Systems and Data Manager
<b>Location</b>	Enfield
<b>Contract</b>	Full-time

### Key Responsibilities:

The Digital Systems and Data Apprentice will play a supportive role within the Digital Systems and Data team. Their tasks will include, they will be involved in the creation and ongoing maintenance of management information reports and the development of a PowerBI reporting suite. They will also support systems frontline helpdesk tickets, the development and upkeep of the data used for the College's systems, user interfaces, and web applications that are crucial for online enrolment, as well as teaching and learning services. Additionally, they will assist in managing the data import links between the College's systems and software upgrades to ensure service continuity with minimal disruptions. This role is designed to provide a learning experience while contributing to the team's objectives.

### Responsibilities:

1. Support the Digital Systems and Data Manager in daily operations and strategic initiatives.
2. Assist in creating and maintaining management information reports and PowerBI reporting suites.
3. Contribute to projects involving the College's Microsoft 365 ecosystem, including Office 365 and SharePoint.
4. Coordinate with stakeholders on management information development projects, ensuring seamless integration.
5. Collaborate with the Quality team to maintain the data for digital learning tools and platforms.
6. Take ownership of system related issues by carrying out problem analysis and troubleshooting to implement temporary or permanent fixes with the aim of restoring service to end-users in alignment with SLA's.
7. Accurately record, update and document requests using the helpdesk.
8. Provide systems support to key stakeholders through a range of communication channels.
9. Work with cross-functional teams to maintain the integrity of College management information systems.
10. Develop and maintain functional and technical documentation within the scope of this role, including comprehensive change log, procedural documentation of all management reports and data flow diagrams.
11. Co-ordinate with the Management Information Services team for live report development and maintenance.
12. Collaborate with various departments to understand their data and system needs, providing support in the customization of reports and interfaces.
13. Assist in pilot projects that explore the implementation of new technologies, such as cloud computing or AI-driven tools, under the guidance of the Digital Systems and Data Manager
14. Engage with end users to identify reporting needs and deliver customized reports.
15. Ensure GDPR compliance in all management information projects, safeguarding data practices.
16. Support system backups and recovery testing, ensuring data integrity and security.
17. Support first and second-line support teams during peak periods and critical projects.
18. Contribute to the creation and maintenance of detailed documentation for all system processes and changes, and suggest improvements based on firsthand experience.
19. Help manage data import links and software upgrades for minimal service disruption.
20. Actively participate in structured training programs and workshops to develop expertise in digital systems, data management, and IT support.
21. Support the implementation of cybersecurity best practices, including assisting with routine security audits and vulnerability assessments.

## General Responsibilities:

1. Promote and implement all College policies, particularly those which refer to health & safety, equality of opportunity and Safeguarding young people and vulnerable adults
2. Participate in College programmes of staff appraisal and continuing professional development
3. Develop effective working relationships internally and with external partners
4. To operate at all times in line with the College's values and behaviours
5. Undertake other duties as may reasonably be required in the interests of the efficient functioning of the College

## PERSON SPECIFICATION

### Apprenticeship Course & Entry Requirements

- Data Engineer Level 5 (21 months duration)
- Entry requirements:
  - Level 3 qualification (either 2 A Levels, L3 Apprenticeship or BTEC)
  - or**
  - Work experience (2 years or more in a similar role)
  - Plus**
  - 5 GCSEs at grade 4 (C) and above (including Maths and English or willingness to achieve within a specified period)
  - Experience with a programming language (for ex: SQL, Python etc.)
- Evidence of continuous professional development

### Experience

- Experience of developing, configuring and implementing complex packaged software solutions based on relational databases is desirable.
- Exposure to data warehousing projects
- Working with student record systems - REMs preferred but not essential
- Experience working within an educational environment is desirable

### Skills, Abilities and Knowledge

- Willingness to learn and develop new and existing skills
- The ability to develop positive working relationships with individuals at all levels.
- The ability to communicate effectively, verbally and in writing.
- Knowledge of SQL programming language
- Use of Power BI to create reports and dashboards would be advantageous
- Knowledge and understanding of Microsoft technologies such as Microsoft 365, Windows Server, SQL Server, SSRS, SSMS
- Structured and disciplined approach to managing data quality and exception reporting
- Ability to work flexibly with job tasks and working hours, work under little supervision and use initiative and own judgement in making decisions.

### Other Factors

- An understanding of and commitment to safeguarding young people and vulnerable adults
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults
- Emotional resilience
- The ability and determination to promote equality, diversity and inclusion throughout all aspects of College life, including employment and service delivery
- Should the position involve regular driving, a clean driving licence is required