Data Quality & Standards Technician

Reference No:	A5631
Service:	Property Services (Data Quality & Standards)

Job Family:	Planning, Property and Assessors	Grade:	FC7

Purpose

To be part of a team ensuring the provision, maintenance and development of high-quality data to meet & exceed Property Services operational and regulatory needs.

Focus on the identification and documentation of emerging Property Service business system requirements as well as providing any training or support required in the implementation of any new or amended solutions or processes (predominantly those relating to Civica CPM the Councils property asset management system).

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing support to the Data Quality/Standards Lead Officer in the development of standards, procedures and documentation in relation to the Service E vision.	Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in a relevant subject or relevant experience	✓	
Supporting the development of the Service E vision.	Experience of IT systems in a Property environment		✓
	Detailed awareness of an organisation's priorities in relation to the use of systems and their outputs	✓	
Collaborate with a range of Stakeholders to ensure business processes remain effective and meet required outcomes.	Ability to co-ordinate and prioritise tasks to tight schedules	✓	
	Communication skills (both written and oral)		✓

E = Essential Criteria   D = Desirable Criteria

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Working with BTS to further develop business solutions to meet evolving business objectives utilising solutions such as Civica CPM, ArcGIS Pro.	Creative thinking	✓	
Assist with the preparation of detailed specifications ensuring business requirements are represented in line with service objectives.	Business Analysis of user requirements & documenting business processes	✓	
	Ability to review information and make improvements	✓	
Keep updated with developments within the Property sector which may have potential to enhance existing business processes and working with BTS to explore these.	Experience of preparing functional specifications		✓
	An understanding of the interaction between systems	✓	
Working with BTS colleagues on any new development work. Carrying out system configuration as appropriate and testing modifications against specifications and documenting results in test plans.	Problem solving skills	✓	
	Awareness of systems development lifecycle		✓
	Experience of delivering end user training	✓	
Acting as a key point of contact within Property Services providing day to day operational business support and training end users. Liaise with vendors where appropriate regarding solution fault resolution and escalate to BTS as required.	Ability to analyse, document and describe data in a logical manner	✓	
	Experience in the use of MS Office suite of products	✓	
	Experience of using AutoDesk Design Suite, IES, Masterbill		✓
	Experience of using Civica CPM		✓
	Ability to provide a regular and effective service	✓	
	Experience in the production of clear and detailed end user documentation/guides.	✓	
Preparing and updating training manuals, end user guides and any other relevant documentation relating to systems and processes.	An understanding of Building compliance regulations		✓

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Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Reviewing user access requests and set up accounts where appropriate.	Understanding end user requirements	✓	
	Organisational skills	✓	
Assisting in the routine upgrades of systems including working with BTS colleagues to ensure formal protocols are adhered to.	IT Research Skills		✓
	Project Management Skills		✓
	Experience of relational databases.		✓
Keeping up to date with developments within the Property IT Sector	Proficient in the use of advanced Excel features		✓
Formalising areas of development using Project Management principles	Prince 2 qualification		✓
Designing, coordinating & producing reports from Civica CPM.	Experience of report writing tools (e.g. Power BI)		✓
Support in the co-ordination, planning & programming of the Asset Valuation Programme	Analytical skills	✓	
Responding to FOI's and assisting with general property enquiries both from the public and internally.			
Data processing and quality assurance.	Attention to detail skills	✓	
Reconciliation of data against other systems.			
Preparation of annual benchmarking data.			
Support the Estates team as necessary to ensure the update of geographical data related to Property Assets using the Geographical Information Systems.	Experience of using ArcGIS		✓

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:	**Expected Behaviours**
 • Skills Framework (if applicable) • **How** we work matters 	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.

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