



Role Profile

TEAM MANAGER (EDUCATION MANAGEMENT INFORMATION)			
Reference No.	A4967	Type	Individual
Service	Corporate Development		
Job Family	Team Manager 2	Grade	FC9

Purpose
To lead, manage and direct the activities of the Education Management Information Team, ensuring the delivery of a consistent, high quality and customer focused service that promotes and implements the Council's aims and values.
Responsible for leading a team of employees to develop and design strategies and deliver services for customers which are effective and efficient.

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
Leading, managing and directing the activities of the Education Management Information (MI) Team, ensuring that strategies and priorities are set, service levels and customer satisfaction are continually improved, and work-plans delivered to agreed priorities.	<p>Ability to think strategically with experience of translating strategy into deliverable plans</p> <p>Ability to manage conflicting demands</p> <p>Ability to manage the work-related pressure of meeting imposed deadlines</p> <p>Organisational skills</p> <p>Significant IT Skills including Data Management</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

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Contributing to the achievement of the key priorities and milestones set out in the Plan for Fife, Council Plan, Education Directorate Improvement Plans, Fife Children’s Services Plan, as well as other relevant national and local strategies. Delivering performance outcomes that meet Directorate and Service targets.	Educated to SCQF level 9 which includes a Degree or equivalent or equivalent experience Political awareness and requirements for public accountability in a public sector organization Ability to work with national groups and working parties	✓ ✓	✓
Providing consistent, high quality and customer focused services to the Council, its customers, its partners, the Education and Children’s Services Directorate, Scottish Government departments.	Customer service skills Understanding of the political context and need for public accountability in a public sector organisation	✓ ✓	
Leading a co-ordinated business-focused approach to Service provision while delivering and maximising the efficient and effective use of physical, financial and staff resources available.	Leadership skills Ability to provide a regular and effective service	✓ ✓	
Providing professional leadership and support to team, and others through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge, sharing within and across teams.	Proven staff management of a team Evidence of supporting staff development	✓	✓
Managing and analysing performance levels for the relevant functional area: in relation to team performance and the performance of the Education and Children’s Services Directorate, developing and implementing solutions for continuous improvement.	Analytical skills Evidence of driving change in designated area Initiating and managing continuous improvement	✓ ✓ ✓	
Building strong relationships with colleagues and partners so that work is integrated with and supports other relevant work in the Council and wider community. Developing and implementing opportunities to work more effectively with partners.	Experience of collaborative working Experience of working with partners in both public and private sector	✓	✓
Identifying, monitoring and achieving relevant quality standards, representing the Directorate or Service at agreed internal/external meetings, producing reports and delivering presentations.	Report writing skills Presentation skills/confident delivery style	✓ ✓	

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Linking with national public and private sector organisations to ensure Fife shares and benefits from best practice elsewhere. (e.g. COSLA, Improvement Service, Scottish Government and professional bodies).	Experience of working with external bodies, and sharing best practice with other Councils and organisations		✓
Working with elected members to respond to queries.	Experience of working with elected representatives		✓
	Understanding of the issues arising from working with non-executive stakeholders, or politicians	✓	
Ensuring project and policy compliance with legal, regulatory, professional body and social requirements.	Experience of analysing problems and determining creative and practical solutions	✓	
	Ability to demonstrate project work delivering efficiencies or savings	✓	
Ensuring strong relationships within team, offering guidance, support and direction on service delivery, professional and HR issues.	Leadership and team building skills	✓	
	Ability to motivate others to perform to the highest standards	✓	
Managing change with Service Managers, employees and external partners as required. Report to different strategic/management groups as necessary.	Strategic planning and positively facilitating organisational change		✓
Managing the Health and Safety and mental wellbeing of staff within the team	Understanding and experience of Health and Safety	✓	
Improving the quality and use of digital solutions to ensure customers can access the information they need. This includes;	Experience of managing in a Customer Service context	✓	
• Managing the use and operation of school management information systems	Ability to manage a multi-functional, and specialist teams	✓	
• Contributing to the long-term planning of replacement school management information systems	Proven experience and knowledge of web, CRM and other relevant technologies in a customer service context	✓	
• Managing the team's use of business intelligence tools for data analytics and reporting			
• Ensuring that systems and technologies are developed and used effectively to meet customer needs	Experienced in the use of business intelligence tools	✓	

E = Essential Criteria D = Desirable Criteria

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<ul style="list-style-type: none"> • Development of efficient self-service processes and transactions (online, by text, using mobile devices, in CRM systems, using maps) • Knowledge management to support face to face, online (including fifiedirect) and telephone contact. • Understanding of ICT governance and compliance • Comply with Data Sharing Agreements and DPIA's • Contribute to the writing of Data Sharing Agreements and DPIA's • Write DPIA's • Management of databases, datasets, data retention and data security • GDPR – ensure compliance with data protection regulations. • Auditing requirements of management information systems • Quality assurance of data • Comply with data storage and internet security requirements. 			
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework.	Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements	✓	
Ensuring annual statutory census collections are completed accurately, timelessly and in accordance with Government deadlines.	Comprehensive knowledge of inspection frameworks, Scottish attainment curriculum, pupil attainment and assessments, tracking and monitoring of attainment levels.		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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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:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

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.