# JOB DESCRIPTION

**Job Title: MIS Administrator**

**Location: Hybrid (EFL House, Preston / Home) Responsible to: MIS / Data Manager**

**Contract Type: Full Time, 37½ hours per week**

**Overall purpose of role:**

The Management Information Systems (MIS) Team provides an essential support function to all stakeholders.

Responsible for assisting with a number of key organisational processes and supporting staff and stakeholders with the delivery of our education programmes.

You will take the lead with specific tasks and be expected to use your initiative to manage your workload in order to meet required deadlines.

**Key Tasks and Responsibilities:**

1. Maintain robust and accurate data within LFE’s MIS Database system (Tribal Maytas)
2. Prepare and generate regular generic and bespoke performance data reports for internal staff and stakeholders using various tools – Excel, in product report builders and SSRS
3. Oversee and support online education management system (Competence EMS) for all stakeholders including learners, club / CCO staff, and tutors and assessors in their use of the online EMS
4. Monitor, support and escalate (if required) initial 1st line MIS support requests from incoming calls and group email
5. Support and provide solutions to regular enquiries from all stakeholders
6. Assist with ESFA contractual requirements (by managing and providing data reports and documentation)
7. Assist with the qualification registration and certification of learners (Edexcel Online and NCFE)
8. Assist with the administration of the third party MIS systems (FISSS ACE360, BKSB)
9. Assist with the delivery of MIS related audits to support quality improvements
10. Assist with production of training documentation / videos to support use of MIS systems

**Other requirements:**

* Contribute as appropriate to the business planning process, operational and development plans, the QIG and other strategic and operational issues.
* Undertake other occasional duties as reasonably requested.
* Support and promote LFE’s commitment to Safeguarding, Equality & Diversity and Health & Safety. Comply with and support LFE policies and procedures and undergo all relevant training in these key areas.
* Fully engage with the LFE appraisal process, ensuring that:
  + training and development objectives are identified and best endeavours are made to achieve them
  + job performance targets are identified and best endeavours are made to achieve them

**Person Specification: MIS Administrator**

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|  | **Essential** | **Desirable** |
| **Qualifications:**   * 5 GCSE’s at grade A-C / 4-9 (including English & Maths) * Degree or equivalent qualification | ü | ü |
| **Knowledge and Experience of:**   * Working within an educational establishment (training provider, school, college) * Experience of using MIS Tools (Tribal Maytas, Pellcomp PICS, Cognisoft Yeti, online learner management & ePortfolio Systems) * Experience of using Awarding Body registration and certification portals (e.g Edexcel Online, NCFE, City & Guilds walled garden) * Experience of working with Databases * Competent working knowledge of Microsoft O365 (Outlook, Word, Excel, Powerpoint) * Competent working knowledge of remote communication tools (MS Teams, Zoom) * Advanced competency with Microsoft Excel (ability to use formulas, pivot tables, charts etc) * Working knowledge of SQL/SSRS | ü  ü  ü  ü | ü  ü  ü  ü |
| **Awareness of:**   * Apprenticeships and other government funded education programmes * OFSTED and the education inspection framework * Quality improvement (processes, procedures and audits) * Equality & Diversity * Safeguarding * Health & Safety legislation |  | ü  ü  ü  ü  ü  ü |
| **Skills:**   * Excellent communication skills * Excellent competency with O365 applications, specifically Excel * Experience creating data reports using report builders (in product, SSRS) * Working knowledge of SQL, ability to write and understand basic queries * Ability to work on own using initiative and as part of a team | ü  ü  ü | ü  ü |
| **Personal Aptitudes:**   * Enthusiasm * Flexibility * Excellent organisation skills * Ability to work under pressure and to deadlines * Ability to find solutions to problems * Willingness to learn and upskill through personal development * Willingness to help and support colleagues | ü  ü  ü  ü  ü  ü  ü |  |