

Education Systems Data Officer

Salary: Band 6, £27,363 - £31,067 per annum pro rata

Hours: Part time, 18.5 hours per week

Contract: Fixed term until June 2026

Reports to: CFE Systems Support Manager

What is the role

The postholder will be a key member of the Education sub-team that will have responsibility for Synergy and other education IT systems.

This role principally involves supporting the Education Service and users of the education IT systems, notably Synergy but also including SSE, ranging from team admin duties to meeting the requirements of business users and statutory duties.

This role includes supporting good recording practice, correcting erroneous data on the database, solving data recording problems across the department and identifying areas of consistent errors which could benefit from user training.

Key tasks will include:

- Provide support to the Education Systems Support Team to ensure that all solutions are configured to meet business needs, provide application support, advice and guidance to system users and owners to promote efficient, effective and accurate recording and ensure that system changes and upgrades are managed
- Provide data dependent application advice and guidance to Education system users
- Be trained in the Synergy system and will use communication skills to transfer knowledge to Synergy system users
- Investigate and provide resolution for issues or assigning to the correct department/3rd party.
- Support education staff to record data and information.
- Correct data and identify patterns in the errors to enable improved practice or guidance.
- General administrative support and other duties that may be required.
- Support the safeguarding of children by highlighting anomalies in the data.
- Correct Worker Roles.
- Correspond with the associated teams to ensure the list of workers is up to date on a periodical basis.
- Ability to restrict records and run the reports for 3rd parties.
- Support data cleansing activities as part of the Education sub-team.
- Help build and maintain positive working relationships with a range of stakeholders, including Education and IT colleagues, schools and partner agencies.

Who is the Person?

You need to have:

- Knowledge of the CFE directorate's education business practices



- Knowledge of Synergy business processes and data
- Report writing skills
- Good communication skills with the ability work with a variety of professionals and senior managers in schools, local authority services, and other organisations
- Accurate recording of data with attention to detail
- Ability to work in a team, making a valuable contribution and committed to team success
- Ability to prioritise workloads
- Ability to identify common errors and rectify

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