

Role and person profile

Post title:	Data Control Coordinator	Location:	Manchester
Division:	Operations Group	Department:	Orders, Data Control and Results
Reports to:	Data Control Manager	Responsible for:	Data Control Administrators as required
Scale:	5	Permanent/FTC/Temp:	Permanent/FTC
Post no:	3131, 3853, 4033T, 4071, 4134T, 4135T		

Section 1 – Accountabilities

Main role purpose:

To support the Data Control Managers and work with the rest of the Data Control team in ensuring delivery of the right results on time, first time through the setup, integrity, accuracy and quality of core systems data. Manage large data sets, using office and in-house software to complete routine and ad-hoc tasks with accuracy and in a timely manner. To be the first point of contact on specific areas of work, liaising with other key Operations teams to provide high quality, expert support and best practice advice so that customers' needs and regulatory requirements are met in a timely and efficient manner.

See strategy if required <http://thehub.aqa.org.uk/About/2020-strategy>

Key result areas:	Outcomes:
Customer (external or internal)	Builds strong and positive relationships with other Operations teams, associates and schools as required to provide a consistently first-class service leading to accurate results delivered on time.
	Supports colleagues throughout Operations by being a source of expert knowledge, advice and constructive challenge to help drive continuous improvement, quality and maintain the accuracy and integrity of data/results.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Cash (finances)	Successfully plan and manage expenditure as required, including seasonal resource costs, to deliver an efficient and effective service.
Product and internal processes	Successfully delivers to time and quality lead areas of responsibility by ensuring targets are embedded in plans, milestones are set, monitored and achieved, and quality is assured.
	Consistently demonstrates a commitment to accuracy and attention to detail that ensures delivery of outcomes that are right first time
	Develops and consistently delivers improvements to processes within the team that increase efficiency and quality

	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.
People and culture	Works collaboratively within and across teams to deliver quality outcomes and continuous improvement, demonstrating a proactive and problem solving attitude at all times
	Champions the behaviours, values and leadership approach we wish Operations to be famous for. Guides and inspires the team through consistently exemplifying these values and behaviours internally and externally.
Technology	Demonstrates a clear familiarity with key IT systems and tools, and makes effective, appropriate and creative use of them to drive quality and efficiency
	Provides effective support to programmes of technology change by contributing expertise to all aspects of development, testing and implementation of new core systems.

Section 2 – Key relationships and performance

Key internal relationships:

- Orders, Results and Special Requirements teams
- Marking teams
- Data colleagues across the business, especially within Research and Compliance
- Other Operations teams

Key external relationships:

- Associates
- Schools, especially exams officers

Key performance indicators:

- Delivery of lead areas of responsibility service in line with cost, quality, accuracy and time KPIs.

Section 3 – Person profile

Knowledge	Assessment
Understanding of relevant supply chain methodologies and best practice	A/P
Broad understanding of the political, educational and business context within which AQA works	P
Strong understanding of IT systems and applications and data management and reporting processes	A/P
Qualification	
Educated to degree level or extensive experience in a similar role	A
Skills	
Implements and embeds change	I/P

Proven customer focus – able to focus own and team’s work to the best outcome from the customer perspective	I/P
Manages teams and drives engagement and performance	I/P
Track record in developing robust, effective departmental plans	I/P
Strong analytical skills, able to assess options, troubleshoot and solve problems	A/P
Team player – flexible in approach, able to step in when needed, support others, listen and be constructive	A/I
Committed to own development – willing to learn and develop, ask for help and be inquisitive	A/P
Communicates technical information clearly both verbally and in writing, open to questions and challenge	A/P
Accurate and with strong attention to detail	A/P
Consultation and negotiation skills with a broad range of audiences – able to influence and challenge constructively	I
Behaviours	
Communication	I/P
Flexibility	I/P
Customer focused	I/P
Personal contribution	I/P
Continuous excellence	I/P
Experience	
Experience of supporting the successful delivery of end to end business change	I
Experience of supporting the delivery of new processes in advance of or part of organisational and/or technology changes	P
Experience of planning, organising and monitoring complex activities	I
Experience of analysing, interpreting and reporting on data sets, working with databases and large spreadsheets	I
<p>Assessment key (criteria to be assessed at the selection stage)</p> <p>A – application (it is essential to provide evidence on application for shortlisting purposes)</p> <p>I - interview T – test (or work sample) P – probation</p>	