

## Job Description

<b>Job Title</b>	Apprentice Data and Systems Support Analyst
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Private Sector Housing (PSH)
<b>Grade</b>	AP2
<b>Competency Level</b>	1
<b>Salary</b>	£24,547
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not applicable
<b>Job Evaluation Ref No</b>	N/A - Apprenticeship

## Job Purpose

A 24-month fixed-term apprenticeship undertaking the Data Technician Level 3 qualification whilst working in a supported environment to develop skills and knowledge

Assist in the collection, analysis and reporting of data and performance information across the Private Sector Housing service, whilst supporting the administration and development of case management systems used within the service



The role will contribute to service delivery by supporting data-led decision making, maintaining accurate system records, and assisting in the development, testing and improvement of systems and processes under supervision

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

PSH Engagement Lead

## **Main Areas of Responsibility:**

### **Data Analysis & Performance Support**

- Assist in the research, collation and analysis of data from a range of internal and external sources to support service delivery and decision-making
- Support the production of performance reports, dashboards and briefings to inform managers of trends, risks and service outcomes
- Help to monitor service performance against key objectives, identifying areas for improvement
- Assist with the evaluation of targeted activity and projects, including reviewing case studies and outcomes

### **Systems Administration Support**

- Support the administration of case management systems used within Private Sector Housing, ensuring data is accurately input, maintained and updated
- Assist in the testing of system updates, changes or new functionality, working with colleagues to identify issues or improvements

- Support data cleansing, validation and maintenance activities to improve data quality and system reliability
- Assist in updating templates, forms and system records used within licensing and compliance processes
- Help to log and respond to basic system queries from users, escalating more complex issues to senior officers
- Support the development of user guides and simple guidance materials for staff using systems

### **Performance Monitoring & Reporting**

- Support the production and maintenance of performance data sets, ensuring accuracy and consistency
- Assist in analysing data to identify trends, patterns and performance issues
- Contribute to the preparation of reports for internal management and governance purposes
- Support responses to information requests (e.g. FOIs, member enquiries) under supervision

### **Project & Service Support**

- Provide support to project work and service improvement initiatives across Private Sector Housing
- Assist in process mapping, data analysis and identifying opportunities to improve delivery and efficiency
- Support the implementation of new systems, processes or ways of working

### **Learning, Development & Apprenticeship**

- Participate fully in the Data Technician Level 3 Apprenticeship and complete all learning requirements

- Undertake on-the-job training across data analysis, systems administration and service delivery
- Develop knowledge of housing services, including licensing and regulatory activity
- Engage with all training opportunities to build skills and support career progression

### **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

### **Physical Demands of the Job:**

- You will be required to sit for long periods of time and use a computer screen for sustained periods of time.

### **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan

- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Five GCSEs at grade 9-4/A\*-C including English and maths or equivalent (A)

## Experience

### Essential

- Experience of delivering excellent customer service (A,I)
- Good IT skills, including using Microsoft Office and online systems, with a willingness to learn new digital tools (A,I)

### Desirable

- Experience of research, data collation, analysis and interpretation

## Skills/Abilities

### Essential

- Good organisational skills with the ability to prioritise your work and be able to work accurately to meet deadlines (A,I)
- Ability work effectively both individually and as part of a team (A,I)
- Good level of accuracy and attention to detail (A,I)



## Desirable

- Ability to interpret and present basic information clearly
- Excellent oral and written communication skills, including the presentation of data to various audiences including recommendations for improvement

## Commitment

### Essential

- Commitment to complete all elements of the Data Technician Level 3 Apprenticeship standard, to the best of your ability (with support as and when required) (A,I)
- Willingness to learn new systems, tools and ways of working (A,I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible and adaptable in response to client needs

