



START DATE: March/April 2025

LOCATION: Romsey*

MIS Manager **INFORMATION PACK**



The
Gateway
Trust

Respect | **Ambition** | **Integrity** | **Service** | **Equality**

www.gatewaytrust.org

Key Information	
Post Title:	MIS Manager
Place of Work:	The Gateway Trust Office, Romsey*
Pay Range:	Grade E £30,299.30 - £32,936.78 Actual Salary Based on FTE £32,149 - £35,241 Actual salary dependent upon experience
Working Hours, Days & Weeks:	37 Hours, Monday to Thursday 8.00am to 4.00pm and Friday 8.00am to 3.30pm Term time only - 43 weeks (term time, inset days plus 4 weeks) Additional 4 weeks to be worked in the school holidays - 1 week at Easter and 3 weeks in Summer, subject to change
How To Apply:	Applications via "MyNewTerm"
Line Manager:	Director of IT Strategy, Systems and Delivery
Team:	Central Team
Start Date:	March/April 2025
Closes:	Noon, 24 January 2025
Interview:	TBC

<p>Michael Charles Director of IT Strategy, Systems and Delivery</p> <p>For more informal information about the role.</p>	<p>itdirector@gatewaytrust.org</p>
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<p>Claire Twyman HR Director</p> <p>For information and support with any applications or documentation</p>	<p>jobs@gatewaytrust.org</p>
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*This post is based at The Gateway Trust office, The Romsey School however there will be flexibility needed as part of this post to work in schools within the Trust as and when required.



A MESSAGE FROM THE **CEO**

'If you have the knowledge, let others light their candles in it' - Margaret Fuller.

The Gateway Trust was established in 2019 and is a small multi academy trust consisting of The Romsey School, Oakfield Academy, Cams Hill School, Foundry Lane Primary School and Gateway Central Services, including Little Sunlights nursery. It is a trust looking to grow and develop, focussed on making a difference to the unique communities that each school / setting serves.

As the trust grows and develops, opportunities to work across settings may become available. This particular post however is based at The Gateway Trust Office, The Romsey School.

For your reassurance, whilst we enjoy the freedom of Academy status for our school settings, we tend not to deviate significantly from STPCD and Hampshire terms and conditions. We are always very happy to answer any further questions that you may have at any stage of your application to come and work with us.

The Gateway Trust is a trust based on values underpinned by the 'common wealth' of working collaboratively to positively impact on young people and our communities. Whilst our Trust provides 'top cover', support, reassurance and guidance each of our schools is unique and serves its own community with autonomy, character and attention to detail. It is a trust focussed on its people...because it is the people that make a place.

Gwennan Harrison-Jones



Advertisement

The Gateway Trust are currently seeking to appoint an MIS Manager who will deliver a trust-wide data management and support service using our newly acquired MIS, Arbor. We are looking for someone with a proven MIS background to manage our Arbor system and provide a pro-active MIS development and support function to users throughout the trust. Playing a vital role to ensure effective and efficient management of Trust-wide data, the person in this position will have responsibility for MIS development and projects, resolving MIS-related technical issues and liaising with schools about MIS needs.

The successful candidate will also play a key part in rolling out Arbor across our Secondary schools and setting up the system to meet school and Trust needs, supported by professionals at Arbor.

The successful candidate will:

- Have proven experience managing a Management Information System, preferably Arbor.
- Have effective communication and interpersonal skills, including the ability to train and support non-technical staff.
- Be highly organised with strong attention to detail and the ability to manage multiple priorities.
- Have excellent time management skills with a proven ability to meet deadlines.
- Have strong IT and analytical skills with a proactive approach to problem-solving.
- Be self-motivated and resilient.
- Work collaboratively with all members of the Trust;

(Please see Person Specification and Job Description for further details).

In return, The Gateway Trust will provide you with:

- Access to the staff benefits programme which includes the 'cycle to work' scheme
- Focus on staff wellbeing, including 24/7 Employee Assistance Programme, free flu vaccination and eye care vouchers
- Discounted lunches from our excellent in house kitchens on our School Sites
- Access to an Employee Discount for our on-site nursery, Little Sunlights
- On-site, free staff car parking

If you are interested in this position, we would love to hear from you.

Please submit your application as soon as possible as we reserve the right to interview exceptional applicants before the closing date.



Job Description

Principal Purpose:

To provide an efficient and effective MIS Management and Development function to the schools within the Trust.

Role Specific Duties and Responsibilities:

- Ensure that the trust's MIS is used effectively across all schools.
- To provide a high-quality MIS development and support function to school and trust users.
- To pro-actively develop and enhance the trust's MIS system, to allow the schools to adapt to changing curriculum and operational requirements.
- To lead on supporting schools with configuration and set up of the MIS software.
- To undertake development and the identification, investigation, and resolution of technical and systems access incidents across all schools. Some of these issues will be complex, with varying levels of IT knowledge and understanding from users raising incidents.
- Being the single point of contact and expert in Arbor for internal stakeholders and external partners.
- To minimise disruption to users' workflow by resolving problems immediately where possible, using own initiative to ensure high levels of customer satisfaction.
- To deal independently with tasks, projects and workload, escalating when appropriate.
- To undertake work on complex technical issues and manage a workload that may be unpredictable.
- To establish and maintain effective oral and written communications with customers and users of the school IT service. To inform customers and users, both at an individual call status level and at school level, of service expectations.
- To ensure that users connecting to the MIS do so using best practice, adhering to school and trust policies, procedures, and guidelines.
- To obtain and maintain a high level of understanding of the trust's MIS, to enable efficient project management.
- To plan and prioritise workloads to meet user, team and departmental needs.
- To provide a high level of customer service and satisfaction.
- Lead and manage the data cleansing and migration process, ensuring that the data quality and integrity are maintained and verified.
- To keep up to date with policies, legislation and technology changes that affect services provided.



Job Description

- Oversee and conduct the system testing, troubleshooting, and issue resolution, ensuring that the system performance and reliability are optimal.
- Designing and delivering the user training and support, ensuring that the standard users (e.g. teachers) and advanced users (e.g. data officers, exams officers) are confident and competent in using the MIS and that the best practice and aligned standards are followed.
- Assist staff in the production of reports and data, ensuring the accuracy of data.
- Be aware of developments in the school MIS sector.
- Undertake housekeeping and archiving of data with due regard to the GDPR/ Data Protection Act.
- Perform other related duties as assigned.
- The post-holder is also required to undertake such other duties and training as may be required by or on behalf of the trust provided they are consistent with the nature of the post.

This job description sets out the main duties associated with the stated purpose of the post. We need all staff to be flexible in their approach to support the schools and the central Trust in this essential role. The duties listed above are representative but not exhaustive and other duties appropriate to the post may be undertaken and should not be excluded simply because they are not itemised. The duties and responsibilities of this post may change from time to time and the post holder may be expected to undertake other duties of a similar level/nature, which are considered appropriate to the level of this post but not explicitly mentioned above, at the request of the Headteacher/CEO.

Similarly, the duties of this post could vary from time to time as a result of new legislation, changes in technology or policy changes. When necessary, appropriate training will be given to enable the post holder to undertake new/varied work.

Individuals have a responsibility to promote and safeguard the welfare of children and young person's that they are responsible for, or come into contact with.



Person Specification

	Essential:	Desirable:
Qualifications	<ul style="list-style-type: none"> GCSE's or equivalent to Grade A-C in Maths and English 	<ul style="list-style-type: none"> Degree or equivalent qualification in a relevant subject (e.g. information systems, data analysis) or equivalent experience
Experience	<ul style="list-style-type: none"> Management experience of MIS Systems. Experience of working successfully as a member of a team and across teams to resolve issues. Experience of working on projects that are interwoven within a multi discipline environment Experience of working with a range of stakeholders, including senior leaders, school staff, MIS providers, and external agencies. 	<ul style="list-style-type: none"> Significant experience of leading and managing MIS projects in an educational setting, preferably involving Arbor system Extensive experience of working with educational data, including assessment, attendance, behaviour, and census data. Experience of designing and delivering user training and supporting Arbor. Experience of working in a school.
Skills/Knowledge/Abilities:	<ul style="list-style-type: none"> Ability to liaise with and communicate complex MIS issues to staff at all levels. The ability to multitask, prioritise workload and to keep calm under pressure. Ability to deal with confidential and sensitive information with tact and applying data protection and data sensitivity at all times. 	<ul style="list-style-type: none"> Excellent knowledge of the Arbor system functionality, configuration and integration Excellent knowledge of the educational data landscape, including the statutory requirements, the data protection regulations, and the data analysis tools and techniques.
Key Competencies:	<ul style="list-style-type: none"> Effective, confident communicator with good interpersonal and customer service skills. Excellent organisational skills and high attention to detail. Excellent time management with a proven ability to meet deadlines. Proactive, motivated and process driven Strong analytical and problem-solving skills. 	



SAFER RECRUITMENT

The Gateway Trust is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring checks along with other relevant employment checks. TGT is an equal opportunities employer.

GDPR

You should be aware that the information you have provided will be stored on TGT's secure database and will only be used to process your application. It will not be passed to any other organisation.

PRIVACY NOTICE

The Trust collects information about you in order to provide you with recruitment and employment services. We will use the information for the recruitment and selection process and, if successful, to activate employment with the Trust. The legal basis for processing your personal data is that it is necessary for the performance of the employment contract or in order to take steps before entering into a contract and is necessary for the school to comply with a legal obligation. The legal basis for processing special category data is that processing is necessary for the purposes of carrying out the rights and obligations in the field of employment, that it is necessary for the reasons of substantial public interest and that it is necessary for the purposes of the assessment of the working capacity of the employee. You have some legal rights in respect of the personal information we collect from you. Please see the school's website for further details on their privacy notice and data protection policy. You can contact the Trusts Data Protection Officer if you have a concern about the way they collect or use your data.



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