

Mosaic Data Quality Analyst

Department: Children, Young People, Education & Skills (CYPES)

Section: Children's Social Care

Reports to: Mosaic Business Systems Analyst

JE Ref: CYP1164

Grade: CS07 **JE Date:** 08/08/2023

Job purpose

Ensure reliable data by setting and reviewing standards, identifying anomalies and resolving data quality issues.

Promote and support the effective use of data guidelines, processes and technology to improve data quality within Mosaic, our case management system.

Provide advice and support to staff and monitor compliance with States Policies and data quality standards to ensure the accuracy and timeliness of records and performance information.

Job specific outcomes

Investigate and process duplicate, missing and inaccurate data.

Undertake regular data audits for access control and case access and perform data cleanses for ad-hoc data issues.

Drive and embed the Mosaic Data Quality framework to track, monitor and control the quality of the data used by the business.

Take responsibility for Data Quality reporting by working effectively with Informatics colleagues.

Identify data quality issues and support sustainable levels of high data quality. Inform and design training sessions to embed good data inputting practices across a variety of operational systems.

Maintain and update procedures to support improvements in data quality and adherence to data guidelines.

Develop working relationship with all stakeholders involved in the collection and use of the data to secure good lines of communication and cooperation. The outcome will contribute to improved data quality, compliance and a service which is valued by stakeholders.

Identification and resolution of data quality issues in line with data quality guidelines, to ensure the accuracy and timeliness of management and performance information and adherence to data protection.

Evaluate and identify where system or process improvements are needed to address data quality issues working closely with the Business Systems Analyst.

Ensure and support compliance with retention and archiving of data by complying and applying good data governance and information security principles.

Support Mosaic Application Support in providing Children’s Social Care staff with day-to-day Mosaic application support at first point of contact received in person, via the phone and help request forms to resolve issues/provide guidance by delivery of a high standard responsive service.

Assist with application management services such as incident management monitoring, system monitoring and error logging so that the department is responsive to technical issues.

Provide cover for other team members, e.g. Mosaic Application Support & Mosaic Business Systems Analyst

Statutory responsibilities

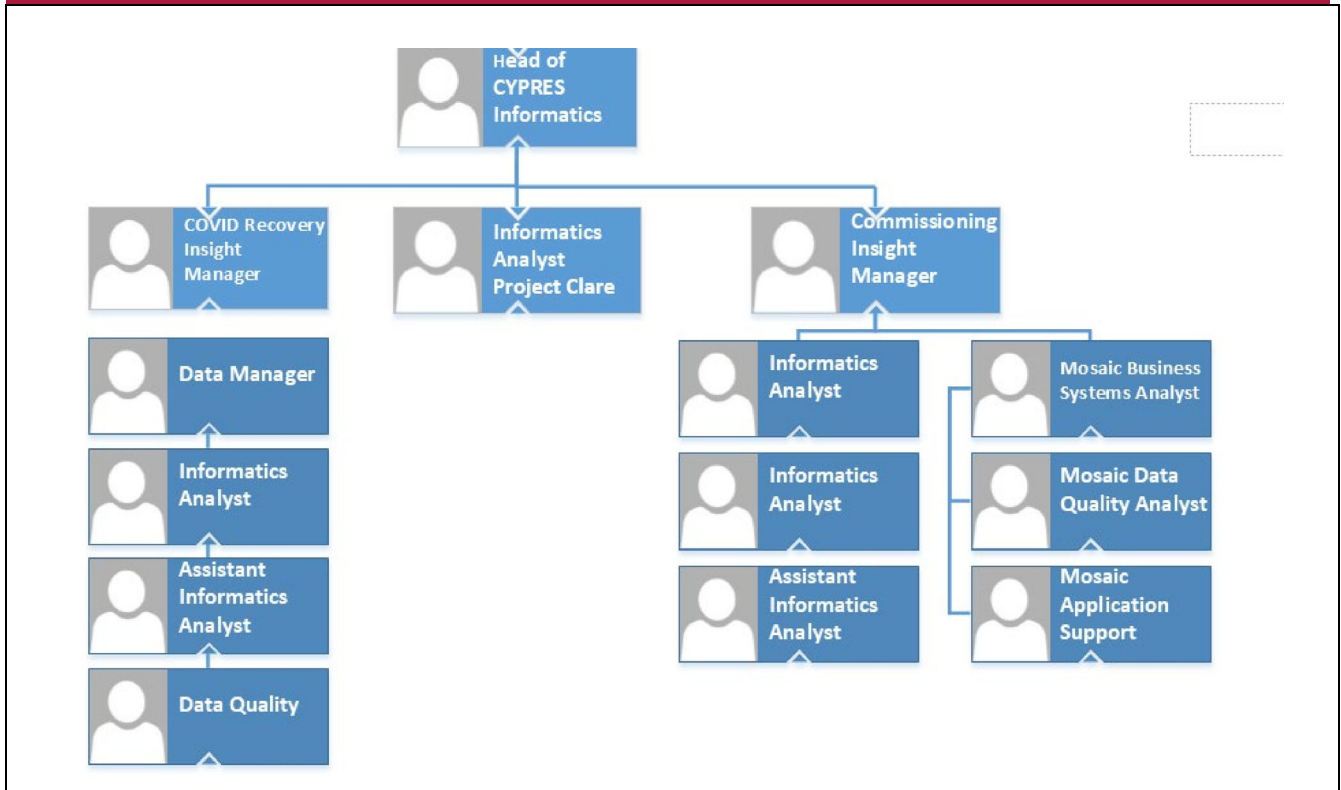
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Good educational standard, to A level (Grade A-C) standard or equivalent</p> <p>Must be willing to undertake further studies (formal or informal) as part of personal development to maintain current knowledge of systems and technologies used in the role</p>	
Knowledge	Ability to quickly develop knowledge of new systems and processes.	A good understanding of the Data Protection Law, professional guidelines and Government of Jersey Data Security policies
Technical / Work-based Skills	Computer literate to an intermediate level, including a good working knowledge of Microsoft Office suite (Word, Excel, Powerpoint) – e.g. hold	A good understanding of data processing in an operational business.

	the ECDL qualification or able to demonstrate equivalent knowledge/skills	
General Skills/Attributes	<p>Good administrative skills e.g. filing, record keeping, organising information and workload, arranging meetings, producing notes of meetings.</p> <p>Exceptional attention to detail.</p> <p>Good interpersonal skills with a proven ability to communicate effectively with a wide range of professional groups.</p> <p>Ability to develop a good working relationship with operational staff and customers.</p> <p>Ability to work on own initiative and be able to effectively prioritise work to resolve issues of duplicate client records and data quality in a timely manner.</p> <p>Ability to quickly learn new and varied skills.</p> <p>Ability to work effectively as part of a team.</p>	
Experience	Experience of working in a data rich environment and on improving data quality in a multi-stakeholder environment.	

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.