

Application Specialist [Education Services Team]

The successful applicant has a wide ranging and key role within the Education Services team including:

- Supporting updates to our demonstration sites used for training and presentations.
- Developing the demonstration sites to share best practice in the use of GO 4 Schools to share with customers.
- Planning and delivering a range of online training courses to data managers across our schools.
- Phone calls/remote meetings directly with users of GO 4 Schools to support their set up and follow up from training.
- The production of help articles and video resources in the set up and use of GO 4 Schools for our Support help centre.

As an application specialist, you will contribute to the wider organisation by:

- Communicating key updates from the DfE to the Education Services team and wider company that impact on software development schedules.
- Supporting product owner decisions through capturing potential enhancements for software development and writing user stories to support this.
- Supporting the Education services team in the review and feedback of new functionality based on experience in schools.

Core responsibilities

The delivery of engaging online training to school data managers is a main aspect of the role, this involves planning and updating courses in line with changes in the Education landscape as well as encompassing new features in GO 4 Schools. We are seeking a person who has a solid knowledge of sources of education data and how this is used by schools when added to GO 4 Schools as best practices in terms of data management.

Customer contact and support in the role will require excellent communication skills with the confidence to deliver online training as well as the production of knowledge-based articles and resources to support users understanding of GO 4 Schools features. A willingness to share your experiences as a data manager in school and support others in the role.

All round knowledge of school data management and expertise in a wide range of MIS features would be advantageous including Curriculum and assessment, statutory returns, and exams management. As an expert the successful candidate will have a key role in clarifying features and processes in these areas as part of our development of the GO 4 Schools MIS.

Maintain our demonstration sites for: Secondary schools, Primary schools, Welsh schools.

This requires experience and knowledge of SQL databases and required the ability to write data manipulation instructions in SQL. Also, the ability in using development tools including PowerShell to enable the data in the demonstration sites to share with customers key examples of the best use of GO 4 Schools and the full range of functionality available.

Essential skills

Onboarding and training through an induction programme will develop your abilities to be hands-on and autonomous within your role.

Person specification / job skills:

Specification	Essential	Desirable	Evidence
Experience of working with data in schools.	√		CV/P/I
High level understanding of school key performance measures and the methodologies applied.	√		I/P
Understanding of current educational practice and priorities in school improvement.	√		I
An understanding of good and best practices with data and the challenges schools face with their data.	√		I
Excellent interpersonal skills and the ability to establish strong relationships with school staff at all levels.	√		I
Experience of working in a team environment across a range of skill sets.	√		I
Knowledge of key processes involved in the management of school data including assessment, curriculum, and exams management.	√		CV/I
Exceptional communication skills, including the ability to deliver compelling training.	√		P
Experience of delivering group training sessions in a school.		√	CV/P
Experience of using a MIS in a range of applications with school-based data.	√		CV
Understanding of data systems in schools and possessing a strong IT skill set.		√	I
High level skills in the use of spreadsheets and data analysis		√	CV
To have an enthusiasm for school improvement and the ability to engage others in the use of data to support it		√	I
Experience of using GO 4 Schools.		√	I
Self-starter and motivated to work remotely.		√	I

Technical skills

Confident with IT and comfortable using a range of technologies in parallel on one task	√		I
Experience with SQL databases and writing data manipulation instructions in SQL	√		I
Experience writing complex data manipulation instructions using SQL		√	I
Experience using software development tools, e.g. source control		√	I
Experience using a scripting language – ideally Powershell		√	I

Key:

CV – Curriculum Vitae / Application letter I – Interview P – Presentation