



Job Description

Job Title:	Data Coordinator
Directorate/Team:	Technology and Insight Service
Location:	16 Summer Lane or other site/location
Responsible to:	Director of Digital and Data Transformation
Responsible for:	N/A
Key working relationships: (internal)	Transport Data Lead, Solutions Architecture
Key working relationships: (external)	Local Authorities, Private Sector Consultancies

Purpose of the Post

The role will be responsible for supporting the WMCA digital and data transformation programme, reporting on a matrix basis into Director of Digital & Data Transformation and Transport Data Lead, in the collection, chasing and management of data provided by internal and external partners into the central hub of technical documentation, spatial, temporal and corporate data. This data is used to monitor scheme and operational performance; manage upcoming schemes communication and business cases; and inform systems performance and business processes.

The role provides an opportunity to work across the WMCA and its partner organisations to continually improve how operational and system data is collected in order to increase the frequency, minimise the input effort and to validate the data against other sources, ensuring timely, accurate and trusted information.

You will be agile and able to work at pace to respond to changing situations using your own initiative.

Accountabilities

- You will make recommendations to develop and improve processes and tools and constantly work towards standardised, streamlined and efficient operations.
- You will coordinate the collation of data according to standard definitions, following a data collection procedure to ensure validity and integrity.
- You will organise and manage ad-hoc data quality audits and reconciliation exercises.
- You will be responsible for the timely and accurate setup of data, being the first point of contact both internally and for our external partners on data related issues, and as such, act as a data specialist promoting data quality and efficient data practices.
- You will contribute to the preparation of reports for internal and external stakeholders within the business.
- You will assist the production of monthly KPI reporting on data submissions and quality audits.
- You will assist in the collection of key metrics into the reporting database and checking for anomalies, keep a log of all missing data and inconsistencies, and contact clients and stakeholders as needed to request clarifications and rectifications.
- You will assist the development and maintenance of the WMCA's library of technical documentation covering its systems, processes and technical assets.
- You will comply with all TfWM policies and procedures and ensure the compliance of the Policy and Strategy Department with all aspects of data compliance and security (e.g. GDPR).

Responsibilities
Strategic
You will make recommendations to develop and improve processes and tools and constantly work towards standardised, streamlined and efficient operations.
People
- You will be responsible for engaging widely with stakeholders and customers, being the first point of contact both internally and for our external partners on data related issues, and as such, act as a data specialist promoting data quality and efficient data practices. - You will comply with all TfWM policies and procedures and ensure the compliance of the Policy and Strategy Department with all aspects of data compliance and security (e.g. GDPR).
Operational
- You will coordinate the collation of data according to standard definitions, following a data collection procedure to ensure validity and integrity. - You will organise and manage ad-hoc data quality audits and reconciliation exercises. - You will assist the production of monthly KPI reporting on data submissions and quality audits. - You will assist in the collection of key metrics into the reporting database and checking for anomalies, keep a log of all missing data and inconsistencies, and contact clients and stakeholders as needed to request clarifications and rectifications.
Financial
You will contribute to the preparation of reports for internal and external stakeholders within the business.
Other
Ensure compliance with all policies and procedures, including data compliance and security (e.g., GDPR).

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Sound understanding of data quality controls and processes	X		X	X	
Engagement with consumers of data services including creation of user-focussed documentation	X		X	X	
Handling of data from multiple sources and multiple formats	X		X	X	
Production of performance measurement reporting		X	X	X	
Skills / Knowledge	E	D	A*	I*	T*
Outstanding level of attention to detail	X		X	X	
Working in a structured method	X		X	X	
Good communication skills	X		X	X	
Ability to strongly communicate with stakeholders	X		X	X	
Ability to build relationships and work collaboratively with the wider team	X		X	X	
Keen problem solver able to manage and develop client relationships (internal and external)	X		X	X	

Ability to manage own workload, effectively prioritise and work to deadlines with minimum supervision	X		X	X	
Proficient across MS Office, especially Microsoft Excel Skills	X		X	X	
Strong analytical skills and familiarity with statistical analysis		X	X	X	
Use of Smartsheet (or similar work management tool)		X	X	X	
Qualification / Education / Training	E	D	A*	I*	T*
Educated to GCSE standard or equivalent		X		X	

***Key: A** = Application, **I** = Interview, **T** = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements			
Essential Car User	Politically Restricted Post	Disclosure and Barring Service (DBS)	Vetting

Yes ☐	No ☐	Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐
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Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family