



Job Description

Job Title:	Employment Support Data & Systems Officer
Directorate/Team:	Employment, Skills Health and Communities
Location:	16 Summer Lane or other site/location
Responsible to:	Delivery Manager – Employment Support
Responsible for:	None
Key working relationships: (internal)	Employment Support Team, Project & Programmes Team, Digital and Data
Key working relationships: (external)	Local Authority partners, Delivery Providers, Government Departments

Purpose of the Post

The purpose of this role is to deliver accurate, timely and compliant administration of Employment Support programme data across WMCA and external systems. The postholder will process referrals, maintain high quality data, and support reporting through systems such as Transfer Your File (TYF) and Provider Referral and Payments (PRaP).

The role provides day-to-day operational support to delivery partners and local authorities, including system guidance, issue resolution and user administration. It ensures that programme activity is accurately recorded and supports monitoring and reporting requirements.

Accountabilities

- Accurate and compliant programme data management
- Effective end-to-end administration of Employment Support programme processes
- High quality performance reporting
- Consistent operational support to delivery partners and local authority partners
- Secure and appropriate data sharing
- Risk identification and issue resolution

Responsibilities

Strategic

- Contribute to high-quality programme reporting that informs strategic decision-making.
- Contribute to the development and improvement of data processes and reporting approaches.
- Work closely with programme colleagues (Delivery Manager, Monitoring & Evaluation Officer, Project Manager) to ensure consistent data quality across programmes.
- Identify risks and issues early, escalating where necessary to protect programme performance and integrity.
- Work flexibly and with integrity to meet the needs of the WMCA and Employment Support programme reporting

People

- Provide daily support and cover for local authority and delivery partner system users (e.g., PRaP, TYF).
- Deliver user training, guidance and support on external systems and processes.
- Communicate regularly with delivery partners to share information on referral progress, participant milestones and system updates.
- Support PRaP/TYF manager functions, including user management and onboarding.
- Respond professionally to stakeholder queries, providing clear advice and solutions.

Operational

- Implement secure, compliant data-sharing processes aligned to Employment Support programme requirements.
- Support the implementation and administration of digital systems and processes related to Employment Support programmes.
- Monitor WMCA systems for Employment Support notifications and communications.
- Process programme referrals across internal systems and Transfer Your File.
- Monitor and update the DWP PRaP system:
 - Validate referrals
 - Check accuracy against submissions
 - Complete acknowledgements
 - Record starts, changes and leavers
- Maintain accurate, high-quality data in all systems.
- Process and share evaluation data with external stakeholders.
- Undertake system user audits to ensure compliance.
- Keep comprehensive records for monitoring and audit purposes.
- Maintain secure handling of personal and sensitive data in line with GDPR and WMCA policies.
- Maintain up-to-date knowledge of system changes, DWP requirements and internal processes.
- Contribute to continuous improvement of systems, workflows, and data processes.
- Provide general administrative and data management support as required across programmes.

Financial

- Produce and quality-check PRaP performance and earnings reports for internal and external use.
- Ensure PRaP data accurately reflects provider claims, starts, changes, and leavers.
- Support the validation of programme activity that influences financial claims or payments.
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other

- Due to handling personal and sensitive resident data, this role is subject to a satisfactory standard DBS check.
- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
Experience of handling, processing and maintaining high volume data across multiple digital systems	X		X	X	
Experience working with a range of internal and external stakeholders, building effective working relationships	X		X	X	
Experience providing systems support, guidance or training to colleagues or partners	X		X	X	
Skills / Knowledge	E	D	A*	I*	T*

Working knowledge of digital workflows, system administration and user management	X		X	X	
Sound knowledge of GDPR and how to handle personal and sensitive data securely	X			X	X
Able to effectively communicate with both internal and external customers	X		X	X	
An understanding of case- management, referral or government digital systems (e.g., PRaP, TYF or similar platforms)		X	X		
Strong attention to detail including observational, analytical, and organisational skills.	X		X		
Effective time management skills and ability to work independently as well as a member of a cross-functional team is essential.	X		X		
Intermediate excel skills including formula understanding and ability to create and manage workbooks and sheets.	X		X		X
Advanced proficiency in other MS Office applications including the ability to write and edit reports and presentations, formatting charts and graphs, managing calendars and scheduling activity.	X		X		
Delivery focus with ability to work to tight deadlines.	X		X		
Qualification / Education / Training	E	D	A*	I*	T*
Educated to Level 3 standard (or equivalent relevant experience) in Business Administration, Digital Administration, Information Management or a related discipline.	X				
GCSE (or equivalent) English and Mathematics at Grade C/4 or above	X				
Formal training or certification in Microsoft Excel, Microsoft Office, data management or information systems administration.		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.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
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

Collaborative	We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region.
Inclusive	Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.
Innovative	We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.
Driven	Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.

Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
31/7/26	JEP804	SP26-SP30	
Position Reference			