

Data Compliance Officer

ROLE INFORMATION PACK

Department	Digital, IT and Data Services
Place of Work	Trust Central – 2.04-2.06 Grosvenor House, Central Park, Telford, TF2 9TW
Application deadline	Friday 9 May 2025 at 10am
Enquiries to	recruitment@lct.education
Applications to	recruitment@lct.education



Introduction and welcome

Thank you for your interest in the role of data compliance officer at the Learning Community Trust.

This is an exciting time to join our local, community-focused trust. Operating from our head office in Central Park, Telford - known as Trust Central - the trust is developing its central team to deliver the best service and support to all our academies. This role is a vital part of our journey, as a key position to harness the knowledge from our employee community throughout our family of academies, as together we are stronger.

This role will initially support maternity cover for a member of the data services team, but after the maternity period, the role will be linked to support dedicated academies as their data compliance officer.

The trust recognises the importance of its data systems, and is heavily investing in maintaining and upgrading systems, as well as reviewing the data output from these systems and the reporting requirements. It is vital that the trust has a team who can support users across the trust to use, standardise, and manage these business-critical systems.

This role is more than just a data administrator role, you will be working with the lead for digital, IT and data services, senior leaders in our academies, and our trust executive team – to ensure systems are being used to utilise all functionality, accurate and compliant against all the trusts governance frameworks from funding agreements to statutory returns etc.

It is vital that the potential candidate has a can-do attitude and is committed to their own personal development, in an ever-changing landscape of digital innovation and automation.

I am confident that the successful candidate will find tremendous support within the Learning Community Trust, where collaboration, innovation and continuous improvement are fundamental principles – ensuring that we offer the best service and experience to our young people in Telford and Shropshire.

We are excited to welcome a new member to our growing digital, IT and data services team, knowing that their passion and expertise will contribute significantly to the ongoing success of our trust community.

Best wishes

Simon Badley

Digital Innovator and Technical Lead

About the trust

The Learning Community Trust is a multi-academy trust which spans education for children and young people from the age of 2 years old through to 16 years old, and up to 25 years old in our specialist settings. We have an excellent reputation both regionally and nationally and are proud to place our young people, employees and families at the heart of everything we do. We want our young people to thrive, enjoy school, and understand the importance of respect for others.

The Learning Community Trust exists because we have a commitment and passion for providing great academies for our communities. We acknowledge and celebrate the distinctness and individuality of each academy's community; we celebrate equality, diversity, inclusivity and individuality because we believe that we have far more in common than that which divides us.

The trust academies span across the education sector, with primaries, secondaries, and specialist academies. This means we are responsible for thousands of young people and employees across our campuses; we take that responsibility very seriously. Each academy is individual and has its own distinctive ethos. However, we all share the same Learning Community Trust value, to support all our young people to ensure that – regardless of their background or starting point – they can achieve exceptional educational outcomes.

Our absolute focus is to provide the highest quality of education and pastoral care in our academies, developing compassionate, resilient and inspirational young people who can thrive within an ever-changing global community.

Employees members across our Trust benefit from a broad spectrum of training opportunities, including nationally recognised development programs, all tailored to support the specific needs of our academies and their personnel. Whether you are beginning your journey in education or are an experienced leader, we are here to ensure you reach your fullest potential.



Our Mission

Providing a formidable education, within the classroom and beyond, to inspire the next generation of global citizens.

Our Vision

Developing compassionate, resilient and inspirational young people who can thrive within an ever-changing global community.

Our Values

A trust with heart	Successful pupils	Never lead a child behind	Learning for all
Thriving community	Respect for all	Together we are stronger	Coping with the challenges of life



Data Compliance Officer

ROLE PROFILE

Overview

Data is a vital asset to any organisation, and the trust recognises the importance of robust data collection, and reporting of data in meaningful ways, compiling complex data sets. The trust has a range of systems which are used for data collection, and these will be reviewed in line with the trust's vision and strategy to harmonise systems ensuring ease of use, fit for purpose, and standardised reporting.

It is the role of the data compliance officer to oversee data systems across the trust, ensuring data compliance within our governance frameworks and to support users with access and day-to-day usage advice. Primarily, this will be young people data systems and other monitoring and tracking systems. Alongside this, the role will support other areas which use data systems, such as human resources, finance, and other operational departments.

This role ensures excellent data governance, legal compliance, and harnesses data insights to improve academy performance, supporting positive outcomes for all young people.

The role will be required to have and develop in-depth knowledge over data required for young people with special educational needs and disabilities, and the accurate recording of key information such as health and medical conditions to ensure all employees can best support our young people in safe environments.

The data compliance officer will be responsible for:

- Ensuring data compliance for young peoples' data for statutory returns (such as school census) for academy/academies allocated for direct support
- Ensuring that data is well maintained, accurate and up to date to ensure GDPR compliance, and statutory compliance
- Ensuring that young people records are active within management information systems timely to ensure statutory data is captured from day one, alongside, ensuring data syncs (automated or manual) are conducted to allow young peoples record to be populated as required (e.g. IT logins or safeguarding system young peoples' records)
- Supporting academy attendance officer(s) and trust education welfare officers in the monitoring and compliance of attendance data under the trust attendance policy and statutory guidance

- Supporting relevant SENDCo('s) to ensure that special educational needs and disabilities are recorded in management information systems, alongside young people with education, health and care plans being recorded, monitored and informed when reviews are required to take place
- Ensuring data systems are configured to a trust standardised approach to aid compliance and data portability through the trust and to support centralised reporting
- Ensuring that management information systems are configured to capture young people's progress and development (from assessments and examinations to soft skills development and development/progress indicators relevant to the sector)
- Ensuring that management information systems are configured to capture young people's behaviours (positive and negative) in line with trust policy to support strong behaviour management within the academy and utilising standardised approach to inform trust reporting
- Ensuring that young people's suspensions are accurately recorded, and notifications are sent to the headteacher/principal (or relevant leader) where thresholds are being met. Alongside, supporting with the notification process of suspensions in line with trust policy and local authority guidance
- Ensuring data portability by utilising and providing agreed data sources, such as import of base data, or providing base data to support other systems
- Ensuring the highest level of customer service to all users, developing management information system support to end users and escalating through support service level agreements where applicable
- Delivering customer focused support in line with the digital, IT and data services SLA targets and KPIs
- Developing a suite of trust-wide self-help resources for key management information systems to support with customer service function
- Responding to parental enquiries in relation to support with management information systems which are used to support their child's journey through their education, this can be through:
 - Email - recording dialogue through the trust's helpdesk
 - Phone - recording the outcome in the trust's helpdesk
 - Video conferencing – to demonstrate system, recording in the trust's helpdesk
 - In-person events (such as parents' evenings) – to demonstrate system and support parents/carers, recording in the trust's helpdesk
- Providing reports at academy and trust level to trust requirement as requested by the digital, IT and data services lead
- Exploring the potential of using AI to support data management and reporting, in line with trust policy, working with the lead for digital, IT and data services to look at how we can improve efficiencies within data processing and reporting
- Ensuring own actions taken and management information systems are compliant with GDPR and other relevant laws and regulations
- Supporting the trust's information and data governance service where required through information requests
- Regularly conducting training to develop knowledge of systems, processes and policy/regulation to support end users, academies and the trust – with a commitment to their own personal development

Person specification

QUALIFICATIONS AND EXPERIENCE

- Proven experience working within an educational setting with an understanding of data and data integrity in relation to education (essential)
- Experience working with educational management information systems (essential)
- Experience working with Bromcom management information system (desirable)
- Educated to at least level 3, including a pass in maths and English at level 2/GCSE (essential)

SKILLS and KNOWLEDGE

- Essential knowledge of managing data systems, and the importance of data security (essential)
- Excellent customer service skills, to deliver a customer focused approach to support requests (essential)
- Extensive knowledge of Microsoft 365 suite (essential)
- In depth knowledge of apps within Microsoft 365 to develop data securely in multiple ways (essential)
- Knowledge of different education reporting metrics such as attendance, progress 8, attainment etc. (desirable)
- Knowledge of special education needs and disables, education, health and care plans and relevant funding (desirable)
- Attention to detail, and self-checking of data accuracy (essential)
- Understanding the principals of database structures, to assist with implementation and reporting (desirable)
- Knowledge of how to review data set and systems, at trust and academy level (essential)

Role details

Department	Digital, IT and Data Services
Place of work	Trust Central
Reporting to	Digital Innovator and Technical Lead
Tenure	Permanent
Hours	37 hours, full year
Salary	£28,163 - 30,060 (S5 13-17)