

JOB DESCRIPTION

MIS Officer

Reporting to:	NOS Provision Manager
Starting Salary:	£23,740 - £25,989 per annum (TCES Salary Band 7)
Location:	TCES National Online School, SW19
Contract and hours:	Permanent, full-time, Term Time + 3 additional weeks

Job Purpose

TCES National Online School (NOS), the first – and only – **Department for Education accredited online special school**, is a growing service provider across the UK, engaging with young learners virtually. These young people have lengthy gaps from formal education for a variety of reasons, with the majority displaying Emotional Based School Avoidance (EBSA).

This role will support the National Online School's information management systems (MIS), with a focus on timetabling, student records, reporting, and system integration. This role requires strong technical skills and attention to detail to maintain accurate records and efficient processes within the online learning environment.

Main duties and responsibilities

Timetable Management

- Support the ongoing development of the school's online timetable software.
- Implement changes to staff and student timetables as required.
- Manage the timetable journey of change process for the virtual learning environment.
- Create and maintain induction timetables for new students.
- Transition new students from induction to regular class timetables in the online system.

Student Records and Documentation

- Process new student enrolments and departures in the MIS system.
- Document all data processes throughout the National Online School.
- Develop and maintain efficient onboarding and off-boarding procedures for the MIS.
- Ensure accurate record-keeping for all students in the virtual environment.
- Share relevant information with partner institutions as required.
- Ensure compliance with GDPR and data-sharing policies when managing and publishing student data.

Reporting and Communication

- Collaborate with the Middle Lead Teacher – Data and Assessment, providing support with academic reporting.

Generate school-wide reports, using iSAMS reporting tools as required.

Support virtual parent-teacher conferences setup and logistics.

Generate and distribute daily attendance reports for pastoral teams.

Publish student performance data to the Parent Portal, ensuring that parents/carers have correct log-ins, and that reports are accessible, accurate, and user-friendly.

Monitor data accuracy, resolving discrepancies as needed.

System Support

Oversee and maintain the iSAMS system, ensuring optimal functionality, continuous improvement, and alignment with NOS's development plan.

Create and deliver iSAMS induction training for new staff, ensuring procedures are fully documented and user guides created.

Manage third-party system integrations between iSAMS, Microsoft Teams, and other platforms to ensure a smooth user experience. Ensure online lesson and meeting links are accurate and fix any corrupted or expired links.

Collaborate with the IT team on MIS system maintenance and updates.

Provide first-line support for staff using the MIS; administer troubleshooting, maintenance, and enhancement projects to optimise the school's MIS system.

Collaborate with the Learning & Development team to ensure updated training on iSAMS is available to all NOS staff.

Exams Administration

Support the Exams Officer with MIS-related exam administration for online assessments.

Ensure accurate candidate data in the system.

Assist with exam entries, timetabling, and results processing as required.

Customer Service

Provide high quality customer service, providing administrative support, answering telephone and email enquiries, signposting to appropriate colleagues as required.

Follow established protocols and service standards in the maintenance of the highest-level customer service ethos in all contact with external stakeholders, demonstrating the highest level of professionalism and courtesy on every occasion.

Since job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The post-holder is expected to observe and comply with all TCES policies and regulations, for example Code of Conduct, Safeguarding, Keeping Children Safe in Education, Health and Safety, TCES Values, Equality and Diversity etc.

This role is new to the National Online School structure and so the main duties and responsibilities will be reviewed over its first 6 months.

PERSON SPECIFICATION

Education and qualifications

Educated to a good general level of literacy and numeracy (GCSE or equivalent).

Qualifications in Information Technology, Computer Science or related field.

Knowledge and experience

An understanding of special educational needs and/or disability in children and young people.

Experience with educational MIS systems (iSAMS (preferred), SIMS, Arbor, or equivalent).

Prior experience in data governance, compliance, and GDPR implementation.

Experience of customer service-facing role.

Skills and ability

Strong literacy and numeracy skills, with the ability to handle, read and collate data.

Proficient IT skills, especially with Microsoft Office packages and databases, and the ability to learn new software quickly.

Ability to exercise discretion and confidentiality in order to ensure the service abides by GDPR regulations at all times in relation to data in iSAMS.

Accuracy and attention to detail due to the confidential and sensitive nature of the information being processed.

Excellent written and verbal communication and research skills to be able to write reports and to communicate with stakeholders in a clear, meaningful and effective way.

Strong customer service skills with the ability to show initiative to assist in progressing issues and escalate to manager where support is needed.

Excellent organisational skills with the ability to work under pressure and meet deadlines.

Other

Commitment to leading on safeguarding and promoting the welfare of children and young people.

Able to promote and celebrate diversity and equal opportunities.

Commitment to TCES Values.

D= desirable **March 2025**