

JOB OUTLINE

Job title:	Data Management Consultant
Job ref:	HFL1591
Hours:	37 hours per week, 52 weeks per year
Salary:	£32,000 per annum
Contract:	Permanent
Reports to:	Head of Data Management Services
Team:	Data Management Service
Location:	Hybrid working with flexibility required to work across educational settings in Hertfordshire, and neighbouring counties, with 1 day a week at our Head Office in Stevenage, Hertfordshire.

OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

JOB CONTEXT

HFL's Business Services delivers a complete range of services to support school and educational settings, develop and complement the work of headteachers, governors, School Business Managers, Finance, HR and admin staff, as well as helping them get the best from existing technology and their Management Information Systems (MIS). The team provides advice and guidance that is adapted for each individual establishment's requirements and priorities.

The Data Management Services team has primary responsibility for support and training in the use of Management Information Systems for a range of educational settings, providing specialist business and technical expertise and advice.

PURPOSE OF THE JOB

To provide high quality support, training and advice to a wide range of school and education staff in the use and implementation of management information systems (MIS) processes, including Arbor, Bromcom and SIMS.

To develop a good understanding of the specific requirements of an MIS solution and the team's responsibilities, ensuring that the team offers comprehensive, timely and quality support, training and consultancy.

MAIN AREAS OF RESPONSIBILITY

The post holder will be expected to:

- support schools in their use of MIS through the HfL DMS Service Desk.
- support the DMS team to offer a comprehensive, timely and high-quality range of support, training, consultancy and user groups.
- create and develop innovative new services.
- prepare instructional documentation for users in schools and other educational settings.
- Prepare instructional digital training content and deliver live webinar sessions.
- Support schools through their migration journey when moving from one MIS system to another.
- play a key role in the promotion of services offered, ensuring marketing, case studies and website materials are effectively maintained.
- provide a point of contact to schools, liaising with head teachers and MIS users, advising on a range of areas of MIS support.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

Knowledge of:

The ideal candidate will have:

- demonstrable experience of Arbor, Bromcom or SIMS MIS systems
- knowledge of Secondary modules in particular Examinations, would be an advantage
- the ability to prioritise appropriately, be organised and self-motivated
- a willingness to learn new skills and take on new responsibilities as required
- the ability to work effectively with others in a fast-paced environment, whilst being physically remote
- excellent interpersonal and organisational skills
- a passion for learning
- a positive and pro-active approach
- a desire to provide excellent service to customers and support other members of the team
- enthusiasm, be flexible and reliable, capable of working as part of a team but able to take responsibility and work alone on specific tasks, keeping team members updated with progress which may affect them and their role.

Experience of:

In addition, the following would be an advantage, but full training will be given:

- A training qualification or some experience of training
- Service Desk experience
- Knowledge of school office processes

Skills and abilities:

- A team player with a pro-active and positive attitude

- Excellent communication skills, both written and oral, and a professional telephone manner
- Excellent listening, coaching and problem solving skills with experience of providing outstanding customer service
- Excellent understanding of school MIS software
- A good working knowledge around Microsoft Word / Excel / Outlook
- Excellent organisational and logistical skills
- Sensitive to the needs and views of others, with the ability to inspire confidence and respect from colleagues, customers and staff in other teams through a cooperative and supportive approach
- Ability to handle high volume of work and achieve results, flexibility and realism in planning a course of action to achieve results to agreed deadlines
- Analytical and problem solving skills to analyse plans and strategies to ensure they will meet agreed objectives, and to create and develop solutions and ideas to achieve goals

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Tracy House Head of Data Management Services, who would be happy to chat to you on 01438 544466 or email tracy.house@hfleducation.org

To apply, please email hfl.recruitment@hfleducation.org with a detailed CV along with a cover letter to include responses to the following questions, alternatively apply via our website:

1. **Project Leadership, Outcomes & Learning**

Can you describe a project you led? What were the intended outcomes, what was ultimately achieved, and what key lessons did you take away from the experience?

2. **Stakeholder Management & Handling Complaints**

Tell us about a time you managed a challenging stakeholder situation or complaint. How did you approach it, what steps did you take to resolve the issue, and what was the outcome?

3. Self-Development & Growth in Role

If successful in this role, how would you identify your development needs, and what steps would you take to support your own professional growth over the next 12 months?

To help HFL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HFL equal opportunities monitoring form.

Closing Date: 7th June 2026 at 23:59.

Interview Date: 16th June 2026 in Stevenage.

This job advert may close as soon as sufficient applications have been received. To make sure you don't miss out on this great opportunity, please submit your application as soon as you can.

EQUAL OPPORTUNITIES

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HFL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

DISCLOSURE AND BARRING SERVICE

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

INTELLECTUAL PROPERTY RIGHTS

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.