Systems & Data Technician

Reporting to:	Business Analyst
Starting Salary:	£27,507 - £30,113 per annum (TCES Salary Grade 6)
Location:	National Online School, Beacon House, Wimbledon
Contract and hours:	Permanent, Full-time

Job Purpose

The Systems & Data Technician plays a key central role in ensuring data accuracy, consistency, and effective system use for the National Online School (NOS) and Great Minds Therapy & Training Services. The post-holder is responsible for mapping and improving data processes, supporting staff with data entry and system usage, and maintaining oversight of all MIS and related systems used across the organisation.

The primary focus of the role is the National Online School and Great Minds, with ad hoc support also required organisation-wide role to ensure consistency across all TCES Group data and systems. It provides central oversight and supports the effective use of safeguarding, academic, therapy, and operational platforms. The role will grow as new systems are introduced.

Working closely with the NOS team, Great Minds and TCES Senior Leaders, the Systems & Data Technician ensures that data inputs are high-quality, processes are efficient, and systems work cohesively to meet operational, regulatory, and strategic needs.

Main duties and responsibilities

Data Quality, Input & Consistency

Maintain oversight of data inputs, ensuring accuracy and consistency across attendance, academic, therapy, safeguarding, and operational records.

Support schools and services in new system implementation as required, including correctly recording data, providing guidance, troubleshooting, and on-the-ground support when required.

Conduct regular data audits to identify gaps or inconsistencies and work with teams to implement improvements.

Champion best practice in data entry and integrity across the organisation.

System Administration & Support

Act as the central point of contact for all MIS and related system queries for NOS and Great Minds stakeholders.

Ad hoc support for Building Based Services in the implementation and onboarding of systems, including safeguarding platforms, academic systems, therapy recording, and attendance systems.

Training and supporting Building Based Staff to become self-sufficient in use of new systems.

Work with internal teams and external suppliers to resolve system issues, optimise system use, and support updates or upgrades.

Contribute to planning, testing, and rolling out new systems or system improvements, ensuring user readiness and confidence.

Process Mapping & Systems Alignment

Map data-related processes to identify variations, inefficiencies, and opportunities for standardisation.

Collaborate with stakeholders to refine processes and ensure alignment across all systems, minimising duplication and enhancing data accuracy.

Support integration and connectivity between systems wherever possible to improve reporting and operational workflows.

Reporting & Compliance

Ensure data captured across systems can be reliably used for internal reporting, statutory returns, audits, and inspection preparation.

Provide accurate and timely information to the NOS team and senior leaders across TCES regarding data quality, system use, and areas requiring improvement.

Maintain secure handling of confidential, pupil-level, and safeguarding information in line with TCES policies and legislation.

Collaboration, Training & Communication

Work closely with all school leadership teams to ensure systems and data processes align with TCES priorities.

Develop and deliver training to staff on data entry expectations, system use, and process changes.

Build strong relationships with school-based staff—administrators, SBMs, safeguarding leads, SENCOs, therapists—to ensure shared understanding and consistency in data practices, enabling the schools to take ownership of their data and inputs.

Promote a culture of high-quality data and effective system use across the organisation.

Education and Qualifications

GCSE Maths and English at Grade C/Level 4 or above (or equivalent).

Further/Higher Education qualification or equivalent relevant experience.

Willingness to undertake training or a qualification in data, systems, or business analysis.

Knowledge and Experience

Experience using or supporting MIS or operational systems in education or similar environments.

Understanding of data requirements within schools (attendance, safeguarding, academic progress, provision recording, therapy input, etc.).

Experience providing system support, user guidance, or staff training.

Familiarity with data protection and safeguarding expectations in educational settings.

Experience in process mapping or improving data workflows (Desirable).

Skills and Abilities

Strong IT skills, including robust proficiency in Microsoft Excel and database systems.

Excellent attention to detail; able to maintain high data integrity standards.

Confident communicator who can explain processes and systems clearly to varied audiences.

Calm, logical problem-solver able to manage competing priorities.

Skilled at working collaboratively across multiple teams, schools, and services.

High levels of discretion and confidentiality**.**

Other

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

Ability to champion equality, diversity, and inclusion.

Commitment to TCES Values and modelling these in daily practice.

February 2026