



The  
Workforce  
Development  
Trust

# Systems and Data Developer

## Job description

<b>Job Title</b>	Systems and Data Developer
<b>Department</b>	SFJ Awards
<b>Reports to</b>	AO Systems Manager
<b>Location</b>	Sheffield Office, with hybrid working available
<b>Pay Scale</b>	£35,000 - £40,000
<b>Contract</b>	Permanent
<b>Hours</b>	37.5 Hours a week

### SFJ Awards

SFJ Awards are a regulated Awarding Organisation, delivering high quality qualifications, and custom certification for learners through Approved Centres in England, Wales, Northern Ireland, and Scotland. We are also an Apprenticeship End-Point Assessment (EPA) Organisation approved by the Education and Skills Funding Agency to deliver EPA to apprentices for a growing number of apprenticeship standards in England. SFJ Awards is part of the Workforce Development Trust group

### The Workforce Development Trust

The Workforce Development Trust is a not-for-profit organisation that provides services that support employers to develop skilled, sustainable, and efficient workforces in the UK and abroad. We operate via our collective of four brands; Skills for Health, Skills for Justice, SFJ Awards and People 1st International, which deliver specialist, targeted skills interventions to support a variety of frontline public services.

## Job summary

Reporting to the Awarding Organisation (AO) Systems Manager, the Systems Support Officer will play an important role working across departments. This is a busy and varied role, interacting with customers (internal and external) and working

to tight deadlines to support the day to day operation of SFJ Awards and the ongoing maintenance and development of the online systems by which we manage and report on centre and learner/apprentice data and increasingly, provide self-service and automated solutions for a variety of processes.

This role requires someone who is a self-starter with well-developed technical skills, IT expertise, administrative, communication and customer service skills, particularly in the use of data systems, with an appetite to learn and develop system administrator level expertise.

## Key responsibilities

Reporting to the AO Systems Manager, the post holder's key responsibilities will include:

- Undertaking routine maintenance and processing operations using the AO data management systems
- Supporting the AO Systems Manager to introduce developments that enhance customers' and colleagues' experience of using the AO systems
- Generating routine and ad hoc reports using Power BI, and Microsoft Report Builder
- Insomnia/ API development and support
- Providing advice and support to contacts and colleagues in their use of the AO systems
- Providing support and advice to external customers on use of SFJ Systems (e-Assessment Platform, Customer registration portal)
- Use of HTML and CSS Javascript to enhance customer experience of portal
- Use of Python for development & data automation
- Knowledge of SQL Report Builder, ideally with the skillset to write SQL for data extraction where necessary.
- Managing data within the AO systems, including in respect of Ofqual/regulator data submissions, strategic MI, including analysis, insights, commentary and recommendations
- Building and maintaining effective relationships with existing and potential stakeholders internally and externally and proactively dealing with enquiries.
- Develop and maintain robust APIs to streamline processes, enable seamless communication between systems, and ensure accurate and secure data exchange.
- Design and implement workflows for efficient data extraction, transformation, and analysis, leveraging tools like Power BI and Excel to support business intelligence and decision-making.
- Run diagnostics on issues ranging from Firewall preventions to programming issues.
- Confidence and customer service skills to lead meetings with internal and external clients to clearly define process and schedule development.
- Advanced knowledge of Power Query DAX & VBA

- Ability to create Power Bi dashboards with numerous data sources simultaneously making sure the data is presented correctly and in an easy to digest way.
- Provide second line support, liaising with third party suppliers and providers to resolve issues.
- Supporting the AO Systems Manager with the identification and implementation of maintenance and development activities on the AO's data systems.
- Generating ad hoc and routine reports as directed, driving through self-serve and automation both for internal colleagues and external customers.
- Maintaining compliance with SFJ Awards data protection policies and procedures, notifying the AO Systems Manager promptly of any potential breaches.
- Participating in internal activities to continuously review and improve operational processes.
- Building and maintaining professional relationships with colleagues and contacts, both internal and external.
- Working as an effective team member to support SFJ Awards to achieve business objectives.
- Acting in accordance with organisational values and behaviours and as an ambassador for SFJ Awards and the wider Workforce Development Trust in all interactions with contacts, both internal and external.

## Person specification

Criteria	Essential	Desirable
<b>Education and qualifications</b>		
Educated to at least RQF level 4 in business information systems or a related subject or with equivalent workplace experience	X	
<b>Knowledge</b>		
Working Knowledge of PowerBi, PowerQuery and MS Report Builder	X	
Knowledge and understanding of the principles of maintaining data quality and GDPR compliance	X	
General awareness of the UK vocational education, training and qualification market, including apprenticeship programs.		X
<b>Experiences</b>		
Experience of working with and manipulating data in databases and of adhering to data quality and security requirements	X	

Experience of using CRM and/or learner management systems (knowledge of Quartz or similar would be particularly advantageous)		X
Experience of undertaking administrator level functions to configure, maintain and enhance online systems accessed by multiple users	X	
Experience of providing customer support services in a busy and complex environment	X	
Experience of analysing data and generating ad hoc and routine reports, ideally including dashboard style reporting such as via PowerBI or similar	X	
Experience of working with developers and suppliers of IT systems on development projects	X	
Experience of working within a work-based learning/Apprenticeships environment		X
Experience of working in a busy team with varied and at times conflicting demands on workload	X	
Experience of working without direct supervision, managing own workload to achieve defined objectives	X	
<b>Skills and abilities</b>		
Technically proficient IT skills (Microsoft 365)	X	
Creating reports and dashboards using Power BI, and Microsoft Report Builder	X	
Insomnia/ API development and support	X	
Use of HTML and CSS JavaScript	X	
Use of Python for development & data automation	X	
Knowledge of SQL Report Builder, ideally able to write SQL for data extraction where necessary	X	
Advanced knowledge of Power Query DAX & VBA	X	
Able to solve problems within database systems and to identify and propose improvements to enhance system effectiveness and interfaces	X	
Strong initiative and organisational skills, with the ability to deliver a diverse and demanding work programme to time, cost and quality	X	
Strong customer service skills with proven experience of resolving queries and issues experienced by external contacts	X	
Able to work on your own initiative and as part of a team, delivering to time, cost, and quality requirements	X	
Strong interpersonal skills to build and develop positive relationships with stakeholders both internally and externally	X	
<b>Other</b>		
A flexible approach to working	X	
Able to undertake travel and to be mobile across the UK as	X	

required		
Able to work autonomously with self-motivation, resilience, and confidence	X	
Able to take a flexible approach to tasks, travel and hours of work	X	

## Job Description Completion

<b>Name</b>	Samantha Bushnell
<b>Job title</b>	AO Systems Manager
<b>Department</b>	SFJ awards
<b>Date</b>	10/1/2025

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

### Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment. This role is subject to a criminal record check via the Disclosure and Barring Service.

### Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behaviour is not discriminatory.
- Does not cause offence.
- To challenge the inappropriate behaviours of others.
- Adhere to the Equal Opportunities policy.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

- Take reasonable care of themselves and for others at work.
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work.

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety, and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

## Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the workplace.

## Data Protection

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin, and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful, and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if

access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer 3 months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

### Other Employment

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade, or profession, either directly or indirectly in any capacity whatsoever.





# The Workforce Development Trust

Vertigo,  
Cheese Lane,  
Bristol, BS2 0JJ  
Tel: 020 3074 1222

Skills for  
**Health**

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