Job Description

Position: Student Data and Returns Officer

Academic Group/Service: Student Data Management

Reference: SPI-015/P

Grade: Grade 6

Status: Permanent

Hours: Full-Time (36.25 hours)

Reporting to: Student Data Manager

Responsible for; Student Data Administrator(s)

Main Function of the Position:

Working closely with the Associate Director - Corporate Intelligence and Data Integrity and the Student Data Manager, the role holder will take responsibility for the completion and quality of Internal and External data reports and statutory returns.

Additionally, the role holder is expected to manage a small team of Administrative Officers working on statutory return completion, data reporting and data quality amongst other areas.

Principal Duties and Responsibilities:

1. To lead in the timely production and submission of the University's Statutory Returns, including HESA, ILR, HESES and HEE data returns.

2. To develop and produce monitoring statistics and reports to support quality monitoring by programme, subject, academic group/service and at University level on an annual and periodic basis as required.

3. To coordinate data production for other returns, e.g. Access and Participation Plan (APP).

4. To develop and maintain a thorough understanding of the University's student record system to pre-empt issues that may impact on the data analysis service/statutory returns. Contribute innovative ideas to improve data quality/statutory return development.

5. To liaise with colleagues across the University to assess their data requirements for student data & reporting.

6. To respond to data queries from Academic Groups/Services and Senior Management as required by interrogating the student record database and performing statistical analysis.

7. To coordinate the analysis of the University's surveys and statutory returns to support the University's key objectives.

8. To lead on, create and maintain auditable technical documentation and procedures relating to the production of reports/statistics & statutory returns.

9. To deliver training on the University's reporting/statutory return function to other staff in order to enhance the use of student data.

10. To have knowledge of and keep up to date with changes in Data Protection and Freedom of Information legislation.

11. To participate in University internal/external events, deemed appropriate to the duties and take part in academic activities such as open days, clearing, enrolment, awards ceremonies etc as required. (Occasionally it may be necessary for the role-holder to work outside normal working hours)

12. To participate and engage in staff development activity.

13. To perform other duties in negotiation with the Student Data Manager as required.

14. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements

15. Always Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy

16. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.

Note:
This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Position:	Student Data and Returns Officer	Reference:	SPI-015/P

School/Service:	Student Data Management	Priority (1/2)	Method of Assessment
Criteria			
1	**Qualifications**		
1 a)	First degree in relevant subject area or equivalent qualification or experience.	1	Application Form/ Documentation
1 b)	GCSE Mathematics and English at grade C or above, or equivalent standard qualification.	1	Application Form/ Documentation
2	**Skills / Knowledge**		
2 a)	Able to work with, manipulate, analyse and report on large data sets using standard reporting tools, eg. Microsoft Report Builder 3.0 and Microsoft Access.	1	Application Form/ Interview
2 b)	Proficient in the use of IT at an advanced level, including spreadsheets, relational databases and use of programming language to query large datasets, particularly SQL	1	Application Form/ Interview
2 c)	Able to analyse user requirements, determine priorities and manage deadlines both for self, and for others	1	Application Form/ Interview
2 d)	Able to create and maintain effective working relationships	1	Application Form/ Interview
2 e)	Able to understand and interpret complex analytical concepts, and present complex information clearly and effectively to different audiences, using a variety of techniques	2	Application Form/ Interview
2 f)	Knowledge of GDPR and Freedom of Information, and the associated requirements of a data/reporting team	2	Application Form/ Interview
2 g)	Awareness of the issues facing the Higher Education sector, particularly in relation to data/statutory returns.	2	Application Form/ Interview
3	**Experience**		
3 a)	Proven experience of working effectively and efficiently with large volumes of complex and varied data	1	Application Form/ Interview
3 b)	Proven experience or working with IT systems and developing databases to improve capability/data quality	1	Application Form/ Interview
3 c)	Experience of using, manipulating and/or building large datasets to generate analytical reports	1	Application Form/ Interview
3 d)	Experience of managing a number of different pieces of work at once, prioritising work where necessary and keeping stakeholders informed	1	Application Form/ Interview
3 e)	Experience of managing a team working towards a common goal, and ensuring that the team successfully meet their objectives	2	Application Form/ Interview
3 f)	Experience of 3rd party reporting, particularly to statutory/funding bodies, e.g. HESA, HESES, ILR returns	2	Application Form/ Interview

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3 g) Experience of project management		2	Application Form/ Interview
3 h) Experience of using a student record system e.g. SITS, and/or creating reports from this system, e.g. using SSRS		2	Application Form/ Interview
3 i) Experience of working within the Higher Education sector		2	Application Form/ Interview
4 **Personal Qualities**			
4 a) Excellent communicator, both in writing and orally		1	Application Form/ Interview
4 b) Awareness of the requirements associated with operating within a customer service focused environment		1	Application Form/ Interview
4 c) Commitment to continuous improvement and creative ways of working		1	Application Form/ Interview
4 d) Highly organised and able to prioritise and manage own work, and the work of others to achieve deadlines		1	Application Form/ Interview
4 e) Keeps up to date with changes in the HE Sector, including changes in the statutory responsibilities for HE providers		2	Application Form/ Interview
5 **Other**			
5 a) Willing to undertake staff development, which may take place outside the University		1	Interview
5 b) Awareness of the principles of GDPR, Health and Safety, Freedom of Information Act and Bribery Act		1	Interview
5 c) Commitment to the University's policy on equal opportunities and diversity		1	Interview
5 d) Available to work flexible and travel as appropriate in order to meet the needs of the service		1	Interview

Note:

1. Priority 1 indicates essential criteria - a candidate would be unsuccessful if unable to satisfy a Priority 1 criteria.
2. Priority 2 indicates desirable criteria - candidates failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation / membership remains current
4. Please note it is normally expected that a new appointee will commence at the bottom of grade.
5. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required