Student Data and Management
Information Manager
Student and Academic Services

Closing date: 16 December 2018
Interview date: To be confirmed
Vacancy reference: 7191
INTRODUCTION

Student Services work to enable an excellent experience for students during their time at the University of York. We provide information, advice, guidance and support to students and work with from their enrolment through to their graduation. We also provide advice and guidance to colleagues across the University who rely on our expertise and processes to support the student lifecycle. The work of the Service is important in ensuring that the University meets a number of statutory compliance duties.

We are committed to excellence and work in a collaborative and fast-moving environment. We expect staff to work flexibly and to work across teams and specialisms as they develop a rewarding career in Higher Education. In this role you will work independently and in partnership with colleagues across the University to provide administrative systems and services that support the student journey at York.

The Student Data and Management Information team are embarking on an ambitious programme of change across the University to ensure that data is accurate, timely and accessible, and works as an asset for the University. The Student Data & Management Information Manager will work on a number of statutory data returns, including those to the Higher Education Statistics Agency (HESA) and the Student Loans Company (SLC), and will support the University’s compliance with the General Data Protection Regulation (GDPR). Each of these activities involves close collaboration with teams across the University to ensure that those processes supporting the collection of data are robust, accurate and timely. A detailed understanding of these processes provides a valuable foundation to those seeking career progression within the sector.

This is an exciting opportunity to be part of a team that is responsible for providing enhancements and new solutions to these activities, supporting the student journey from Application through to Graduation and ensuring that our data management meets changing business needs and priorities. You will also provide day-to-day support across a number of areas, resolving problems as they arise and identifying areas for future improvement and development.

You will initially be involved with supporting the implementation of Degree Apprenticeship programmes at the University, and leading on the submission of Individual Learner Record returns (ILR) to the Education and Skills Funding Agency. This is a new activity for the team and you will play a lead role in delivering system and process changes to support this initiative. You will also support the implementation of the HESA initiative to replace the current annual data return with the new Data Futures framework.

If you are a highly motivated and enthusiastic individual, seeking to gain experience of data management and reporting we would be interested in hearing from you. You must have strong analytical and technical problem-solving skills, with process mapping, documentation and report writing abilities. You must also have strong interpersonal skills, be able to work
INTRODUCTION

independently or as part of a team, and be willing and able to learn new systems and processes quickly.

This is an exciting time for the team and for you to play a key role in a cross functional team, supporting the implementation of a number of key University projects, and contributing to the ongoing enhancement of the Student experience at the University.
Main purpose of the role

The key purposes of this role are:

• To oversee the compilation of statutory data returns, taking a lead role in ensuring the timely and accurate submission of data
• Take a lead role in identifying and implementing process and systems changes associated with student data management, working closely with colleagues across campus to ensure that changes are communicated and consulted upon
• To monitor changes to statutory requirements as announced, and implement process/systems changes as required
• To ensure data quality monitoring systems are in place across the SITS student records system and be proactive in identifying areas for improvement
• To provide advice and guidance to users of student data
• To oversee data improvement projects and produce project plans

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

• Oversee the compilation and submission of data to external customers, communicating requirements to operational areas across the University responsible for the data
• Evaluate the impact of internal and external policy changes on the University’s Student data management processes, and implement changes as required
• Be proactive in using professional or specialist knowledge / experience to identify and rectify common data quality concerns, trends and problems in relation to student data quality/management, and identify areas for service or process improvement
• Assist with the implementation of University wide projects to enhance data quality, providing expert advice and guidance on data structures and associated processes
• Be actively involved with / lead the analysis, process mapping, design, implementation, testing, and maintenance of projects within Student and Academic Services, evaluating the impact of developments on the student record, reporting capabilities and reporting needs
• Perform detailed analysis and manipulation of information, data and/or calculations, interpreting complex data and making recommendations to supporting institutional decision making
• Design and develop management information reports using appropriate tools, including SQL driven HTML, Business Objects and/or Tableau
• Provide expert advice to users of student data, understanding their needs and providing clear and accurate information on how to resolve their queries
• Provide detailed advice and guidance on specialist defined procedures and policies, using judgement to suggest the most appropriate course of action where appropriate
• Negotiate with and influence stakeholders to facilitate open discussion with individuals and groups on complex issues
• Identify gaps in knowledge, support or guidance which may have an impact on data quality at University level, and undertake research and development to address any gaps
• Report to and participate in relevant committees and project groups, contributing to strategy, policy and process development
• Develop relationships with staff from other teams across the University and use those relationships to effectively promote and further the work of the service

JOB DESCRIPTION

At a glance
Salary £32,236 - £39,609 a year
Hours of work Full-time (37 hours a week)
Contract type Open
Based at Heslington Campus West

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JOB DESCRIPTION

- Keep up-to-date with current technology and innovations with a view to enhancing and improving existing systems, or introducing new systems
- Monitor and maintain awareness of HE agendas and developments nationally especially with regard to impact on area of responsibility, and disseminate best practice and promote innovations in data quality
- Engage with appropriate external networks and liaise with external contacts to represent and report on work issues or to contribute to collaborative initiative, projects or events
- Supervise a small team of administrative staff: ie, allocate work and ensure that tasks are completed to objectives, quality and timeliness
- Motivate develop and encourage the commitment to high performance in others
- Work collaboratively and be able to provide cover for other members of the management team as circumstances (including sickness and holiday cover) require
- Support the wider Student Services Team with their activities as required
- Represent the Section within and beyond the University, and deputise for head of section as required
- Undertake other duties commensurate with the grade of the post, as allocated by the line manager following consultation with the post holder
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>First Degree or comparable work experience</td>
<td>Essential</td>
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<td>Formal professional qualification relevant to the role</td>
<td>Desirable</td>
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### Knowledge

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<tr>
<td>Knowledge of relevant issues in HE and a proactive approach to keeping up to date with developments in area of expertise</td>
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<td>A good working knowledge of reporting tools (e.g. Business Objects, Tableau, or similar)</td>
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<td>Knowledge of project management methodologies and principles</td>
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### Skills, abilities and competencies

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<tr>
<td>Excellent oral and written communication skills, with the ability to provide detailed advice and guidance on specialist defined processes and procedures to internal and external contacts</td>
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<td>Able to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements and be part of / lead cross team projects to implement agreed changes</td>
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<td>Expertise in extracting and reviewing large datasets, strong analytical skills and an eye for detail</td>
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<td>A proactive approach and the ability to use initiative in problem solving with an appreciation of possible longer-term implications</td>
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<td>Ability to use negotiation skills and to facilitate open discussion with individuals and groups</td>
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<td>The ability to demonstrate flexibility and innovation in adapting to changing needs</td>
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<td>Excellent teamwork and interpersonal skills</td>
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<td>Ability to motivate, develop and encourage the commitment to secure high performance in others</td>
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<td>Ability to lead short-term projects, and contribute to larger scale projects</td>
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### Experience

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<tr>
<td>Experience of working on process improvement projects, setting objectives and targets</td>
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<td>Experience of implementing successful change within a large organisation</td>
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<td>Evidence of proficiency in the use of complex databases and student record IT systems or equivalent</td>
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<td>Experience of developing performance measures and utilising these to inform operational planning</td>
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<td>Experience in planning schedules of work against annual cycles, setting objectives and milestones, and implementing regular reviews to evaluate progress.</td>
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<td>Experience of working on statutory returns</td>
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<td>Experience in motivating staff and providing them with formative feedback that enables them to develop their contribution to team working</td>
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<td>Experience of supervising a small team and to apply available resources to optimum effect</td>
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<td>Experience of working in a higher education (HE) environment</td>
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<td>Personal attributes</td>
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<tr>
<td>An energetic, professional and thorough approach to work, with an eye for detail and a positive attitude</td>
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<td>A commitment to data quality and the accuracy of data management</td>
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<td>Personal credibility and integrity</td>
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<td>Encouraging towards innovation and development</td>
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<td>A commitment to the provision of excellent customer service</td>
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<td>A proactive approach and the ability to use initiative in problem solving and developing service opportunities</td>
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<td>Highly motivated, able to learn quickly and work independently or as part of a team</td>
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<td>Professional, diplomatic and confident in dealing with a wide range of people and situations</td>
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<td>Sensitivity and empathy with users, colleagues and staff</td>
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<td>Ability to remain calm under pressure and work to tight deadlines</td>
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<td>Commitment to organisational values</td>
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THE DEPARTMENT

Student Services supports the student journey from enrolment to graduation. We provide advice, guidance and administrative services for staff and students, as well as for external examiners and invigilators. The Student Data and Management Information team is responsible for ensuring the overall quality of data within the main student record systems. The team prepares and submits a range of statutory returns including the HESA Student return, Initial Teacher Training return, and Student Loan Company return. The team is also responsible for initiatives around data improvement, data quality automation, freedom of information requests and GDPR issues.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers. The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7191
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 16 December 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Dan Parker on 01904 324529

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835