Head of Student Data and Management Information (Student Services)
Student and Academic Services

Closing date: 28 April 2019
Interview date: w/c 20 May 2019
Vacancy reference: 7539
INTRODUCTION

Student Services works 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 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 (SDMI) team is 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 as well as enabling us to respond to changes in statutory reporting requirements.

As Head of SDMI, you can look forward to leading an enthusiastic and friendly team. You will not only take a lead on ensuring the successful transition to a new in-year HESA Student collection methodology (Data Futures), but also work collaboratively across the University to provide high quality data and reporting services.

You will oversee the compilation of a number of statutory data returns, including those to the Higher Education Statistics Agency (HESA), the Student Loans Company (SLC) and the Education and Skills Funding Agency (ESFA). In addition you will play a key role in supporting the University’s compliance with the General Data Protection Regulation (GDPR). In this post you will work in partnership with other leaders to deliver change initiatives and projects - for example current priorities include the delivery of Degree Apprenticeships and the transition to Data Futures.

You will provide expert advice on policy and practice as it relates to the management and reporting of student data.

You will be a member of the Student Services’ Management Team with specific duties with respect to deputising for the Deputy Director of Student Services: Data, Systems and Records.

You will provide leadership on the implementation of agreed strategic priorities and service developments within your area of responsibility.

You will be able to develop successful productive relationships across the University and with external stakeholders to promote the work of your team and to contribute to the delivery of ongoing service improvements.

If you are a highly motivated and enthusiastic individual, seeking to apply and extend your 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 independently or as part of a team, and be willing and able to learn new systems and processes quickly.
Main purpose of the role

The Head of Student Data and Management Information (SDMI) will be responsible for leading and managing the activities of a team of specialists in delivering accurate and timely data to external and internal customers. The role will work closely with colleagues across the University and external organisations to ensure the successful transition to in year data reporting, and work towards maximising the institution's data capability. The role will be responsible for contributing to and delivering strategic plans to increase the effectiveness and quality of our student systems and data management tools. The role takes the institutional operational lead in delivering a number of critical statutory data returns to fixed deadlines and requires close working with both the providers and users of student data.

Key responsibilities

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

Management & Leadership

- Provide leadership, expertise, direction and line management to the SDMI team so that the team is high performing, including undertaking all of the functions required of line managers (e.g. performance review, staff recruitment, training an induction and line management guidance).
- Contribute to service strategy with close working with other SSMT members to deliver on service objectives.
- Work with University auditors as required, providing information to and responding to reports.
- Apply the University, directorate and service’s values in the undertaking of own and teams approach cultivating a culture of continual personal and service delivery improvement.
- Operate within team budget allocated and ensure that resources are used efficiently and effectively.
- Agree team KPIs and ensure that their achievement is monitored and reported.
- Deputise for the Student Services Management team as needed and support the wider Student Services Team with their activities as required.

Data Management

- Manage internal and external student data and reporting requirements, ensuring the timely and accurate compilation of returns to external bodies including HESA and the SLC.
- Manage and maintain an oversight of the setup and maintenance of institution programme data in the Student Records system, taking into consideration statutory reporting requirements and institutional MI requirements.
- Manage and maintain oversight of data integrity and security across the Student Records System, actively seeking to provide assurance on data quality and taking a lead on initiating, managing and delivering improvement projects / policy changes both within the Service and across the University.
- Collate and manage new datasets or statutory reporting demands as required, designing and implementing processes and systems to enable internal and external reporting, providing advice to senior management as required on the strategic and operational implications of change. This will typically involve the translation of complex technical or regulatory documentation to non-specialists.
- Provide expert guidance on statutory reporting requirements and high level data expertise to those reviewing or using the student dataset. Advise on the implications of new initiatives or process enhancements to ensure no adverse impact on our statutory reporting requirements or existing data management processes/policies.
- Undertake or provide advice on the extraction, analysis and interpretation of complex student data.
- Respond to complex Freedom of Information requests.

Process Improvement / Projects

- Play a lead role in the delivery of strategic projects and priorities seeking to maximise the University’s data capability, collaborating with colleagues across the
University.

- Lead on the identification of business process and data quality concerns which impact statutory reporting obligations, recommending and leading on the implementation of solutions to achieve leaner and more efficient ways of working. These will typically require negotiation with a range of senior service leads outside of the Student Services team.
- Be responsible for project scoping, planning, initiation and development, review and completion processes. Be responsible for managing project risk and reporting to key stakeholders.

Collaboration

- Work closely with teams across the University to develop local strategies to improve data quality, and to prepare for changes to the external environment, specifically the Data Future initiative.
- Build productive and effective alliances with key internal stakeholders, including the Enterprise Systems Group, Student Recruitment and Admissions, and the Planning Office to ensure high quality statutory reporting, and to ensure collaboration on data management initiatives.
- Manage relationships with key external stakeholders as required, including software providers, the OfS, HESA and the SLC.
- Develop and build professional networks to support the development of high quality data and systems and to maintain expertise in the area of student data management; actively participate in relevant external HE and Systems networks as required to maintain awareness of best practice and changing trends.
- Work closely with the Head of the Business Intelligence Unit to ensure the consistent and reliable provision of internal data reporting and statistics, taking a lead on the development of a suite of individualised data reports to support operational activities as well as decision making.
- Work with the Deputy Director: Student Services to develop effective processes and procedures for prioritising external and internal demands for projects and service enhancement.
- 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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<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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<tr>
<th>Knowledge</th>
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<td>Detailed knowledge of the Higher Education reporting environment, administrative systems, funding arrangements and regulatory issues</td>
<td>Essential</td>
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<td>A deep understanding of IT solutions and enterprise systems and how they can enhance data quality and service delivery</td>
<td>Essential</td>
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<td>Extensive knowledge of managing the compilation of statutory and regulatory data returns</td>
<td>Essential</td>
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<td>Knowledge of project management methodologies</td>
<td>Essential</td>
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<td>An understanding of change management and process improvement principles, and the ability to lead and motivate others to achieve results</td>
<td>Essential</td>
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<td>A good working knowledge of reporting tools (e.g. BusinessObjects, Tableau, or similar)</td>
<td>Desirable</td>
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<th>Experience</th>
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<td>Experience of working in a student record management, business intelligence or strategic planning setting</td>
<td>Essential</td>
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<td>Experience of engaging key internal stakeholders in the requirements of effective and robust data management</td>
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<td>Proven experience of delivering successful change management &amp; performance improvement programmes</td>
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<td>Experience of introducing procedures to support the management of data quality and regulatory compliance</td>
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<td>Experience in interpreting organisational strategy and developing projects to take forward these priorities</td>
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<td>Experience of planning schedules of work against annual cycles, setting objectives and milestones and undertaking regular reviews to evaluate progress.</td>
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<td>Management of a team of technical specialists with success in achieving strategic objectives</td>
<td>Desirable</td>
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## PERSON SPECIFICATION

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<tr>
<th>Skills, abilities and competencies</th>
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<tr>
<td>Ability to think strategically and design coherent and effective strategies to support data reporting and enhancing data capability</td>
<td>Essential</td>
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<td>Change management skills to be able to identify the need for change, develop and implement solutions and lead cross-university projects to implement change</td>
<td>Essential</td>
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<td>Ability to build effective working relationships across service boundaries, at all levels, and manage inter-group projects supporting new and existing initiatives</td>
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<td>Excellent interpersonal skills, with the ability to communicate effectively to audiences of technical and non-technical colleagues, both internally and externally, and to tailor communication as appropriate</td>
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<td>Strong negotiation and influencing skills, whilst also demonstrating empathy with stakeholders to achieve objectives</td>
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<td>Ability to solve complex problems, developing service improvements with an appreciation of potential longer term implications and the ability to take think laterally</td>
<td>Essential</td>
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<td>Ability to line manage a large team of specialist staff and to apply available resources to optimum effect, making changes in response to internal and external changes</td>
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<td>Excellent IT and business systems skills, realising opportunities to develop system solutions to operational process issues</td>
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### Personal Attributes

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<tr>
<td>Ability to work effectively and accurately to deliver results within required timescales</td>
<td>Essential</td>
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<td>A high degree of attention to detail and a commitment to data quality and the accuracy of data management</td>
<td>Essential</td>
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<td>A commitment to the provision of excellent customer service</td>
<td>Essential</td>
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<td>A proactive approach and the ability to use initiative in problem solving and developing service opportunities</td>
<td>Essential</td>
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<td>Professional, diplomatic and confident in dealing with a wide range of people and situations</td>
<td>Essential</td>
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<td>Commitment to equality and diversity and working to the University's organisational values</td>
<td>Essential</td>
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THE DEPARTMENT

Student Services is based within the University's Student and Academic Services Directorate. As a Directorate we provide a high quality student-centred services aimed at enhancing student life, retention, success and progress and for which we aspire to be recognised as exemplary within the HE sector. Student Services is responsible for many of the policies, processes and systems that support key aspects of the student journey from – enrolment, academic progress, dealing with special circumstances, student financial support administration, exams and graduation.

Our Student Data and Management Information team plays a pivotal role in continually improving data quality, ensuring that data is securely held and put to legitimate use in line with GDPR requirements and compiling a number of statutory returns that draw on student data to meet statutory and funder requirements. These include returns made to Higher Education Statistics Agency and the Student Loan Company (SLC). The team is also supporting data and reporting requirements of new initiatives such as the University’s work to launch its degree apprenticeship programmes. The team works closely with other parts of Student Services and with colleagues throughout the University to promote good data governance and provides a source of expertise and advice on the management and use of student data.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 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 one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. 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 multiple 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.
The University

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 AND THE REGION

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](http://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 7539
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 28 April 2019

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 del.gee@york.ac.uk or

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

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