

## **Job Description**

<b>Position:</b>	Student Data Manager
<b>School/Service:</b>	Student Data Management
<b>Reference:</b>	SDM-049/P
<b>Grade:</b>	Grade 7
<b>Status:</b>	Permanent
<b>Hours:</b>	Full-time
<b>Reporting to:</b>	Associate Director of Corporate Intelligence and Data Integrity
<b>Line management responsibility for:</b>	Student Data Management team

### **Main Function of the Position:**

To effectively and skilfully manage the University's Student Data Management team (SDM) to provide:

- a responsive, effective and flexible high-quality customer focused service;
- reliable, accurate and consistent student data to all end users, including the senior management team and external bodies;
- efficient and effective student data processes that are appropriate to underpin and enhance the student life cycle and experience;
- to work effectively with all area of the University as are appropriate for an educational institution;
- to provide assurance to all stakeholders that the student data generated within the University and the team itself is robust, accurate and fit for purpose; and
- to work effectively to provide help and assistance with any third parties including the University's internal audit provider.

To contribute to the overall development and robustness of the Institutional processes for student data collection which underpin of the student lifecycle and enhancement of the Institution.

### **Principal Duties and Responsibilities:**

1. In consultation with the Associate Director of Corporate Intelligence and Data Integrity, to prepare and deliver the annual SDM local plan to ensure effective delivery of SDM functions.
2. To understand the strategic and operational aspects of the requirements of Office for Students (OfS), HESA, ESFA and other external agencies and the strategic and operational aspects of SITS.
3. To manage the work of SDM and provide assurance that effective and robust processes are in place and followed to facilitate the efficient and timely collection of robust, reliable and accurate student data and management information to satisfy

University requirements and statutory external data returns, within the specified time limits.

4. To ensure effective and customer focused processes are in place to facilitate the student life-cycle, including enrolment, assessment and awards.
5. To manage the accurate, consistent and timely production of appropriate returns to HESA, OfS, ESFA and other statutory bodies, and to support internal decision making.
6. Ensure the integrity of the student data record and related business processes.
7. To ensure co-ordination and communication between the staff in SDM and other professional services is maintained to promote an integrated service.
8. To appropriately and responsibly line manage staff in SDM and plan, by way of prioritisation, SDM's work.
9. To establish and maintain links with external organisations particularly the Higher Education Statistical Agency including ensuring the production of all required statistical returns.
10. Develop and maintain relationships with software suppliers such as Tribal, acting as university contact where required to raise support tickets and keep up to date on future software developments.
11. Liaison with and provision of timely and accurate information to other services. Receiving and acting promptly on information received from internal and external bodies.
12. To play a key role in planning for and reacting to changes in the data landscape (e.g. the introduction of HESA Data Futures).
13. Deputise for the Associate Director of Corporate Intelligence and Data Integrity if required.
14. Support continuous improvement and quality assurance initiatives.
15. 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 at all times.
16. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with the statutory and corporate requirements.
17. 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 role requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role 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 role-holder.

## Person Specification

<b>Position:</b> Student Data Manager		<b>Reference:</b> SDM-049/P	
<b>School/Service:</b> Student Data Management		<b>Priority</b>	
<b>Criteria</b>		<b>(1/2)</b>	<b>Method of Assessment</b>
<b>1</b>	<b>Qualifications</b>		
1 a)	Honours degree in relevant subject areas (numerical/computer based) or other equivalent qualification	1	Application Form/ Documentation
1 b)	A Higher degree and/or membership of professional body	2	Application Form/ Documentation
<b>2</b>	<b>Skills / Knowledge</b>		
2 a)	Credibility and authority to lead a professional service team	1	Application Form/Interview
2 b)	Proven ability to analyse complex issues and provide creative and effective solutions	1	Application Form/Interview
2 c)	Verifiable ability to develop and implement innovations in service delivery	1	Application Form/Interview
2 d)	Capacity to maintain and develop quality procedures and structures across a diverse range of services	1	Application Form/Interview
2 e)	Comprehensive knowledge of SITS or equivalent, and data manipulation tools such as Access, SQL, Reporting Services	1	Application Form/Interview
<b>3</b>	<b>Experience</b>		
3 a)	Understanding of current issues relating to student records administration	1	Application Form/Interview
3 b)	A record of demonstrable achievement as a manager including innovation in team building and working practices	1	Application Form/Interview
3 c)	Credible experience of compiling and submitting statutory returns such as HESA, HESES or similar obligatory reporting requirements	1	Application Form/Interview
3 d)	Experience of contributing to the planning processes in HE	2	Application Form/Interview
<b>4</b>	<b>Personal Qualities</b>		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Able to work as part of a team in a challenging environment	1	Interview
4 d)	Excellent communication and interpersonal skills	1	Interview
4 e)	Efficient and well organised; capable of working under pressure and to deadlines	1	Interview
4 f)	Able to work co-operatively and sensitively with colleagues and students	1	Interview
4 g)	Meticulous and well organised	1	Interview
<b>5</b>	<b>Other</b>		
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview

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5 b)	Awareness of the principles of the Data Protection Act, 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 flexibly and remotely and travel as appropriate in order to meet the needs of the services	1	Interview
5 e)	Awareness of the challenges facing the education sector in the current climate	1	Interview

**Note:**

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