

## Job Description and Person Specification

Job title: **Data and Systems Officer**

Location: Hybrid (Aldgate, London / Work from home)

Reporting to: Operations Manager

Key relationships: Head of Admissions, Head of Academic Administration (internal), HESA (external)

Salary: £29k-£31k per annum

Hours: Full time: Mon-Fri 9am-6pm

Contract Type: Permanent

We have a new opportunity for a Data and Systems Officer to work at David Game Higher Education (DGHE). The College is an OfS registered provider of Higher Education and is required to submit data returns to the Higher Education Statistical Agency (HESA).

This position will provide operational support in the preparation and submission of the student data and other returns. In this academic year DGHE will see a large increase in the number of students to be reported; also the introduction of a new method of reporting (Data Futures) means our team needs further resource so this new position has been created.

### **Job Overview:**

The post holder will assist the Operations Manager in the creating and submission of data returns to HESA. The College uses a system called Quercus (by Ellucian) which facilitates this task. Various teams/functions of the college are owners of the data items and with 3 intakes per academic year and multiple courses and modes of study our data is in constant flux. A HESA return requires the understanding and application of a complex set of business and quality rules to ensure a high level of accuracy.

### **Key Responsibilities will include:**

- To work closely with the Head of Admissions and the Head of Academic Administration and other key staff to ensure that accurate information is passed between functions to enable the efficient management of students' data.
- Undertake data validation checks in advance of submitting returns to ensure that data is recorded in line with the external requirements of returns and validation issues are satisfactorily resolved.

- Develop and apply a specialised understanding of HESA rules and the operation of processes in the student record system to eliminate and resolve data errors and issues ensuring that the delivered data set accurately reflects student activity.
- Take the lead on the assimilation of the new Data Futures reporting requirement (to be introduced in 2022/23) and highlight any changes to internal processes needed.
- Investigate missing or incorrect data proactively, especially where it relates to student progression or assessment. This will require a familiarity with the data storage architecture in our virtual learning environment (VLE) and in Quercus
- Play a key role in the maintenance, development and improvement of the relevant areas within Quercus and the VLE. Ensure that processes and systems are developed and operated to fulfil new and emerging data requirements including effective mechanisms for checking data, rectifying errors and preventing recurrence.
- Contribute to the development of KPI's and reports that allow us to accurately track and monitor a number of regulatory performance metrics.
- Document processes for audit purposes
- Undertake analysis and development for minor projects
- Keep abreast of developments in HE statutory reporting, and input into student data collection, Quercus system development, and administrative process review to ensure efficient, accurate and timely reporting consistent with all statutory requirements.
- To provide ad-hoc reports as required for validation of data held on the College's student systems
- The role holder will undertake training relevant to the role, keeping abreast of sector-wide changes and developments to statutory reporting, and will attend external user-group meetings and networks.
- The role holder will be an integral member of the Administrative team and will be expected to gain knowledge and insight into the School's academic provision to assist with core administrative tasks during busy periods.
- To liaise with external bodies and agencies (e.g. HESA)
- The post-holder will also be expected to perform other duties, which will be consistent with the nature and grade of the post. This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future needs or development.

## **PERSON SPECIFICATION**

The applicant should have high levels of personal and professional competence in a higher education setting, be an excellent communicator and prepared to work hard and contribute to a busy, performance driven team. They should also have:

Qualifications, Experience and Skills (Essential/Desirable):

- Highly numerate, with excellent attention to detail (E)
- A strong respect for process-driven data governance (E)

- Experience of using databases (E)
- A minimum of one years' experience of working in a Higher Education/FE environment (E)
- Understanding of the UK education system and qualifications frameworks (E)
- Highly proficient user of MS Excel (E)
- Capable of learning new digital applications quickly (E)
- Bachelor's degree (D)
- Knowledge of the production and submission of HESA data returns (D)
- Experience of working within an admissions or student data management environment (D)

### **ATTRIBUTES**

Enthusiastic, hard-working self-starter with a commitment to accuracy, solving problems and exceeding expectations; Behaviours and communication approaches that build successful relationships within teams and across teams; Capacities with new technologies which improve service levels and efficiency; Passionate about education and facilitating the career advancement of others; Take pride in being professional and an expert in the field; Motivated self-starter, seeking and responding to feedback to achieve results; Committed to self-development to enhance skills and abilities; Ability to work to tight deadlines, changing priorities, on own initiative and to take responsibility for decisions and outcomes.

### **David Game College Higher Education Centre (DGHE)**

32-35 Jewry Street, London EC3N 2ET

Tel: 020 3220 0347 [www.dghe.ac.uk](http://www.dghe.ac.uk)