

BISHOP GROSSETESTE UNIVERSITY

JOB DESCRIPTION

Title of Post: Student Systems and Returns Manager

Grade: 7

Responsible to: Chief Data Officer

Responsible for: Information Officers x 3

Job summary:

The postholder will be responsible for the planning and data to day management of activities related to our student systems, specifically but not limited to our new student record system (Ellucian Quercus) our timetabling system (Celcat) and our legacy student record system. Alongside the Chief Data Officer, you will lead on the submission of a number of annual data returns including the HESA Student record.

The postholder will lead and manage the operational reporting capabilities from records within the student record systems, for a variety of stakeholders, using a range of reporting tools. The role provides support to the Planning and Insights function in relation to the development of management information and business intelligence.

This role will have management responsibility for three Information Officers covering timetabling and student records.

Detailed responsibilities:

1. To have ownership and manage systems that contain the student record, some of which are:
 - a. Ellucian Quercus (SaaS Cloud-based)
 - b. CELCAT Timetabling
 - c. UNIT4 Agresso Students/QL (legacy on premise)
2. Manage the technical development, maintenance and support of the student record system
3. To work with other departments to develop the University's student management information.
4. To lead on the completion of all data returns e.g. HESA Student, OfS HESES etc
5. To develop and operationally manage data quality initiatives to cyclically improve the quality of our data.
6. To lead on operational reporting based on student data and information in line with the University's requirements.
7. To create views, SQL queries and other database objects to support the development of information systems.
8. Providing innovative solutions to problems relating to the use and integration of information systems.

9. To attend relevant committees and/or working groups to facilitate information sharing and promote the value and use of accurate data and information.
10. Oversight and management of end user support and training in relation to information systems.
11. Work closely with the Chief Data Officer and other key stakeholders within the University.
12. To undertake any other duties that may reasonably be required.
13. To attend appropriate staff development sessions and participate in the annual appraisal process.
14. To maintain professional standards in relationships, including non-discriminatory practices
15. The post-holder must operate within the guidelines, procedures and regulations and published policies of the University

Additional Information:

To be successful, the post-holder must bring existing knowledge of student record systems or equivalent, and a familiarity with the HESA Student data return or their equivalent. They must be a self-starter with the drive to make a difference. They must have an aptitude for learning new skills and be adept at manipulating data and understand how to improve the quality of data.

We have recently moved from our legacy 'on-premise' student record system to a new cloud-based student record system. We are continuing to develop our capabilities to utilise and manage the new system to meet operational requirements. The post-holder will need to quickly learn how the new system operates with a view to being the University expert in its use. The post-holder will need to assess our current processes against the new systems functionality and internal and external requirements liaising with appropriate stakeholders. Operational reporting out of the student record systems (current and legacy) will be a major focus with the need to further develop and enhance our suite of operational reports.

Person Specification

	E/D	Core	Supplementary
Education/ Qualifications and Special Training	E	Degree or equivalent experience in a related area	Evidence of SQL or MS certification Project management qualification/equivalent experience
Knowledge and Skills	E	Significant knowledge of HE methodology.	Understanding of University reporting frameworks and returns.
	E	Excellent data management skills, including quality and integrity processes.	
	E	Ability to liaise with internal and external stakeholders at all levels	
	E	Excellent organisational skills	
	E	Able to give clear, simple advice, training and instructions to other staff, including non- IT specialists, regarding the use of IT systems	
	E	Evidence of excellent IT skills	
	E	Excellent interpersonal skills, oral and written	
	D	Familiarity with Microsoft SQL Server environment.	
Experience	E	Experience of using student information systems within an HE environment or their equivalent.	Specific knowledge of Thesis/Unit4/QL or Ellucian Quercus student record systems
	E	Experience of producing operational reports.	
	E	Understanding of HE data reporting requirements, including HESA Student or their equivalent	Experience of student administration gained in either HE or FE
	E	Experience of using reporting tools such as Report Builder/Visual Studio; Tableau; Power BI or similar.	Previous project management experience

Personal Attributes	E	Must be organised and able to prioritise workloads to meet conflicting deadlines	
	E	Conscientious, enthusiastic and self-motivated	
	E	Customer focussed with experience of managing a variety of stakeholders	
	E	Good communicator both in writing and face to face	
	E	Flexible in approach to work and willing to undertake further training as required	
	E	Adaptable and responsive to change	
	E	Meticulous attention to detail and accuracy	
	E	Proactive individual able to develop the role fully and deliver to target	
	E	Committed to regular updating of skills and knowledge and the capacity and tendency to learn from experience	