

BISHOP GROSSETESTE UNIVERSITY

JOB DESCRIPTION

Title of Post:	Information Officer
Grade:	4
Responsible to:	Information Systems and Returns Manager
Responsible for:	N/A

Job summary:

This is a role designed to support and develop the Student Information Systems of the University. You will work with academic and central support departments, providing support and training, diagnosing and resolving incidents for new and existing users. You will review operational processes, undertake analysis and gather user requirements. This will involve working alongside colleagues from across the University to provide functional guidance relating to the current and potential use of student information systems. The student records system is where much of the work of this post will be related to, however is likely to extend to additional related & interfacing systems.

Detailed responsibilities:

1. Support information entry and development of the student records system.
2. Provision of training and support for student information systems users including the development of online support
3. Assist with the completion of all student annual data returns.
4. Assist in the access control management of the student information systems
5. Assist in creating and maintaining data and quality processes to help resolve data errors
6. Assist with operational reporting based on student data and information.
7. Assist with creating SQL queries and other database objects to support the use and integration of information systems.
8. To undertake any other duties that may reasonably be required.
9. To attend appropriate staff development sessions and participate in the annual appraisal process.
10. To maintain professional standards in relationships, including non-discriminatory practices
11. The post-holder must operate within the guidelines, procedures and regulations and published policies of the University

**Person Specification
Information Officer**

	E/D	Core	Supplementary
Education/ Qualifications and Special Training	E	Relevant qualification in a related field such as data science, data management, information technology systems.	Evidence of SQL or MS certification
	D	Degree or equivalent in an IT related discipline, mathematics, data science, data management or the equivalent professional qualification	
Knowledge and Skills	E	Knowledge of systems in a educational environment.	Understanding of University reporting frameworks and returns.
	D	Knowledge of data returns and data management	
	E	Solid data management skills, including quality and integrity processes.	
	E	Good organisational skills and interpersonal skills, oral and written	
	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 a Windows SQL Server environment.	
Experience	D	Experience of working with a large complex multi-user database.	Knowledge of UNIT4 Student Record Systems. Usage of SSRS, PowerBI or Tableau.
	E	Experience of working in an educational environment	
	D	Experience of higher education data reporting requirements, including HESA Student	

	D	Experience of database administration including the ability to work with relational databases	
	D	Experience of developing new reports / data analysis of datasets	
	D	Familiarity with SSRS or similar reporting services.	
Personal Attributes	E	Must be organised and able to prioritise workloads to meet conflicting deadlines	
	E	Conscientious, enthusiastic and self motivated	
	E	Client centred, willing to offer help and support	
	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	