



1. Advertisement

Post Title: Head of Student Data and Records

School/department: Division for the Student Experience/Academic Services

Hours: Full time or part time hours considered up to a maximum of 1.0 FTE
Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 8834

Salary: Starting at £42,149 to £50,296 per annum, pro rata if part time

Placed on: 04 July 2022

Closing date: 15 August 2022. Applications must be received by midnight of the closing date. (Previously closing on 01 August 2022)

Expected interview date: To be confirmed

Expected start date: As soon as possible

An exciting opportunity has arisen for a Head of Student Data and Records to join the Academic Services team in the Division for the Student Experience at the University of Sussex. This is a new leadership role with responsibility for the delivery and ongoing enhancement of critical University business systems, processes and operational procedures that relate to student data, management information and statutory reporting.

The role will be responsible for the line management of specialist teams that support the delivery of these processes and who provide expert advice and guidance to academic and professional service staff across the University on these activities.

If you have extensive experience and knowledge of UK higher education and of producing external statutory returns; have a commitment to improving processes to enhance data quality; an understanding of the use of data to meet institutional aims and objectives, and have a proven track record of effectively leading and motivating a team, this could be the ideal role for you.

Please contact Denise Cooper, Associate Director, Academic Services (D.S.Cooper@Sussex.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The Division

The Division for the Student Experience provides a range of administrative, academic and support services focused on improving the student experience, both directly to students and also to colleagues in Schools and Departments. Our services include:

- Academic quality and curriculum development and oversight of the University's UK collaborative provision
- Support to key University Committee's including the Education Committee
- Development of academic policy and procedures, including assessment regulations
- Student registration and ongoing maintenance of student records
- The management of student progress and assessment including the organisation of all formal examinations for UG, PGT and PGR students
- The management of student complaints and appeals and compliance with UKVI regulations related to students.
- Student engagement and enhancement including initiatives which form a key platform of our Access and Participation Plan
- Educational enhancement including technology enhanced learning and online distance learning
- Statutory data returns including HESA
- Student advice and guidance including disability, money and international students
- The provision of wellbeing and therapeutic support to students including those in our residences
- Careers, employability and entrepreneurship
- Timetabling of teaching and management of room bookings
- The University Chaplaincy
- The Sussex Regional ACCESS Centre

3. Job Description

Job description for the post of

Job Title:	Head of Student Data and Records
Grade:	8
School/Division:	Student Experience/Academic Services/Records & Data
Location:	Bramber House
Responsible to:	Deputy Director, Academic Services
Direct reports:	SMI Manager Student Records Manager

Key contacts:

Role description:

To be responsible for developing, improving and embedding effective operational practices around student data, management information and related internal and external reports.

Ensuring that the University makes the most effective use of student-related data systems by improving practices and protocols around the collection, input, maintenance and retention of data relating to students, their engagement and success.

To provide leadership of the Student Records and Data team ensuring effective and enhanced operation of the team's areas of responsibility.

To play a key role in undertaking and managing external returns including assessing the impact of changes on data structures; ensuring compliance, whilst mitigating negative impact on University processes.

To enhance the student experience by actively pursuing the target of 100% data accuracy through: the enhancement and monitoring of data integrity reporting suites; effectively communicating good data practises and the streamlining of processes.

PRINCIPAL ACCOUNTABILITIES

- 1. To lead and line manage the Student Data and Records team, to ensure that key data and student record processes are delivered effectively.**
- 2. Lead the ongoing development of and enhancement of the University's student data collection processes.**
- 3. Oversee the accurate and timely preparation and submission of statutory returns (e.g., HESA, HESA ITT, Aggregate Offshore) relating to student data.**
- 4. In collaboration with other relevant divisions of the University, actively contribute to system developments and enhancements that foster process improvement or respond to changing external requirements.**
- 5. To provide expert level advice, guidance and direction on University policy and procedure relating to student data, management information and reporting.**
- 6. To proactively contribute to the future development of the Student Information System in line with strategic objectives, ensuring the requirements of key student administration processes are accurately understood and are efficiently implemented, procedures documented, and that robust training is provided for relevant colleagues.**
- 7. To undertake the role of investigating officer in matters of student and staff conduct and/or complaints.**
- 8. To be engaged with ongoing personal and professional development**

including active engagement with appropriate sector groups to ensure that the University adopts best practice and is well informed of relevant sector-wide practice and developments

- 9. To undertake other projects and duties as required from time-to-time commensurate with the grade of this post.**

KEY RESPONSIBILITIES

- 1. To lead and line manage the Student Data and Records team, to ensure that key data and student record processes are delivered effectively.**

1.1 Provide effective line management of the Student Data and Records team ensuring that service provision is professional, timely and effective.

1.2 Plan and prioritise the work of the team, ensuring that all internal and external deadlines are met in line with the annual calendar of the student life cycle. These include: registration, progression and assessment data, annual tuition fee set-up, resolution of curriculum data queries, Student Loan Company returns, statutory return production and the provision of internal information including Freedom of Information (FoI) requests.

1.3 The ongoing development of a strong service-oriented culture within the Student Data and Records team with a reputation for effectiveness and excellence in support of School and institutional initiatives.

1.4 Line management of the Student Data and Records team; providing direction and support to ensure that both team and individual responsibilities are discharged effectively and that the highest service levels are maintained. Including management and commitment to:

- Staff recruitment and retention
- Delivery of the University appraisal scheme
- Performance management

1.5 To act as a key liaison point for the academic services team, reporting on University initiatives and/or requirements and to initiate action to address matters relating to the remit of the Division for the Student Experience (DSE)

- 2 Lead the ongoing development of and enhancement of the University's student data collection processes.**

2.1 Support an environment that fosters the ongoing review of process and procedure to support the improvement of data collection, entry and maintenance.

2.2 Assess, review and identify improvements, and lead on the implementation of agreed initiatives.

2.3 Design, maintain and implement additional routine data checking processes and error identification to ensure the completeness and accuracy of student data.

- 2.4 Promote the importance of shared ownership of student data across Professional Services and academic schools.
- 2.5 Oversee the Student Loan Company registration and attendance confirmation processes.
- 3 Oversee the accurate and timely preparation and submission of statutory returns (e.g. HESA, HESA ITT, Aggregate Offshore) relating to student data.**
- 3.1 Oversee the accurate and timely preparations submission of statutory returns relating to student data ensuring these are appropriately documented, and to provide assurance to the Director for the Student Experience and ultimately to the Vice Chancellor that statutory obligations are being met.
- 3.2 Lead on the interpretation of regulatory and funding body guidelines such as HESA, the OfS, or UCAS assess the impacts of changes, ensuring robust data structures and data governance.
- 3.3 Oversee the delivery of student related management information including defining, preparing and delivering reporting to support operational processes and strategic decision-making using internal and external data sources.
- 3.4 Develop and implement a framework an agreed cycle of regular reporting and detailed analysis to a wide range of business areas including but not limited to annual monitoring statistics, grades, progression, student numbers and applications.
- 3.5 Oversee the development of a comprehensive suite of reports to monitor data quality on the student record system and assist with the establishment and improvement of data quality standards.
- 3.6 Actively contribute to the University's response to and preparation for HESA Data Futures.
- 4 In collaboration with other relevant divisions of the University, actively contribute to system developments and enhancements that foster process improvement or respond to changing external requirements.**
- 4.1 Working partnership with the IT services team to develop, review and maintain the University reporting tool (currently Cognos) and ensure that accurate and necessary reports are available for users on a self-service basis.
- 4.2 Inform the ongoing development of student related systems, identifying problems with current functionality and clearly defining future business requirements to ensure that business and user needs are understood and implemented in a timely and appropriate manner
- 4.3 Promote a proactive approach to using the student data systems to solve challenges and enhance the understanding of the system benefits and capabilities across the university.

- 5 **To provide expert level advice, guidance and direction on University policy and procedure relating to student data, management information and reporting.**
- 5.1 To oversee the organisation and delivery of relevant staff development and training for faculty and professional services colleagues.
- 6 **To proactively contribute to the future development of the Student Information System in line with strategic objectives, ensuring the requirements of key student administration processes are accurately understood and are efficiently implemented, procedures documented, and that robust training is provided for relevant colleagues.**
- 6.1 Contribute to the development of new or amended processes and policies required as a result of the Student Information System and/or other linked systems.
- 6.2 Lead on the review, adaptation and/or enhancement of the delivery of key student administration processes resulting from the new Student Information System.
7. **To undertake the role of investigating officer in matters of student and staff conduct and/or complaints.**
8. **To be engaged with ongoing personal and professional development including active engagement with appropriate sector groups to ensure that the University adopts best practice and is well informed of relevant sector-wide practice and developments**
9. **To undertake other projects and duties as required from time-to-time commensurate with the grade of this post.**

This Job Description sets out current duties of the post. Duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. A first degree or equivalent professional experienced
2. Knowledge of how large computer systems are used to store complex data and to influence business process workflow
3. The ability to explain system functionality to non-technical users, both orally and in writing, and the ability to translate user requirements into a technical specification
4. Advanced IT skills, especially database and spreadsheets

5. The ability to map processes, identify opportunities for refinement and enhancement, specifically with regards to improvements in the student experience, data quality and process efficiency
6. An empathy with the needs of users and a desire to meet their business requirements and the ability to communicate clearly with users
7. An ability to work under own initiative and to cope with multiple assignments and projects simultaneously
8. A sound understanding of the GDPR and other relevant legislation
9. Experience of working in a complex business environment in a similar role
10. Experience of student administration and computerised student record systems and procedures, and an understanding of the wider applications of the student record system in supporting student administration
11. Proven ability to work with data rigorously, to integrate, validate, manipulate and analyse complex data sets from a variety of sources to provide consolidated and meaningful management information
12. Experience of report writing and presenting data to senior management and non-technical audiences
13. Sensitivity, tact and diplomacy with the ability to remain calm in difficult situations when under pressure
14. The ability to develop and maintain effective working relationship and develop a wider network with Sussex stakeholders
15. The ability to prioritise and multitask in a busy working environment
16. A can-do attitude, with enthusiasm for innovation, improvement and the successful resolution of shared problems
17. A willingness to acquire new skills and eagerness to learn

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Demonstrable experience of interpreting complex guidelines surrounding returns and involvement in mapping such requirements to business processes
2. Knowledge of UK higher education and the use of student data for meeting institutional aims and objectives; and the statutory requirements for data provision to external agencies
3. Experience of producing the HESA student return and/ or the HESES return
4. Line management or supervisory experience

5. An ability to extract update data using SQL