

Job Description

Job Title:	Student Experience Data Officer		
Department:	Student Experience	Location:	Any UHI North, West and Hebrides Campus
Grade:	NSUP19-22, £30,280 - £32,043. Plus Islands Allowance if applicable		
Report To:	Head of Student Experience		

Job Purpose:

This is a newly created role within the context of creating an integrated new organisation structure for the newly merged UHI North, West and Hebrides. The student experience data officer is responsible for providing effective and dedicated data reporting for student records and student services within the department of student experience. They will provide data and reports for strategic and operational decision making across the college whilst working alongside the strategic planning senior office. This role is pivotal in ensuring college operations run smoothly and are supportive in delivering an excellent student experience, high learner satisfaction and successful student outcomes.

Context

The student experience data officer will:

- provide a clear focus on data creation, manipulation, presentation and reporting relevant to the department and college performance indicators;
- have excellent communication skills to enable interaction with a variety of audiences, understand their requirements and translate these into appropriate reports;
- carry out other duties relevant to the student experience department and will work very closely with the head of student experience, strategic planning senior officer, curriculum and student experience managers and colleagues in UHI executive office;
- have access to highly confidential and sensitive information and will therefore be required to maintain this confidentiality and is expected to be able to deal with sensitive matters appropriately using sound judgement

Duties and responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

- Implement standardised processes for regular monitoring and reporting of key performance indicators across the college

- Create and produce accurate and timely curriculum and student experience data reports to inform both strategic and operational decision-making both short and longer term
- Use of UHI METIS, dashboard reports and other sources of information to extract and present information reports to management, and to monitor and measure progress against the key performance indicators
- Work with UHI executive office colleagues to create new METIS reports that meet the needs of UHI North, West and Hebrides
- Work with colleagues across the college to support and develop a range of reporting systems and integration solutions, including enhancing existing systems or creating bespoke applications
- Working with relevant departments and UHI colleagues, investigate options and make recommendations on existing, new and emerging software packages to increase efficiency and improve data reporting
- Communicate information clearly and concisely, along with a detailed explanation of the data and associated trends
- Use information management systems to collate, track and maintain data to assist in report writing, whilst working closely with the strategic planning senior officer and performance and planning staff
- Support managers across UHI North, West and Hebrides in the use of key technologies and systems relating to student data and curriculum/student experience key performance indicators; create and maintain a SharePoint area to disseminate data for monitoring learner performance with staff

Terms and Conditions

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

General

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

Performance – Managing performance of teams across the college and creating development opportunities

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress
- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully

- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

Person Specification

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Qualification at SCQF level 8 in ICT, Business or Administration (or other related area) and/or more than three years equivalent experience • Evidence of recent CPD activity 	<ul style="list-style-type: none"> • Undergraduate degree in ICT, Business or Administration (or other related area)
Experience	<ul style="list-style-type: none"> • Three years experience of monitoring, reporting and presenting data • Proven track record of effective use of data record systems and Microsoft Office packages • Working with confidential data and ensuring anonymity of published data sets • Experience of working with Microsoft Excel at an advanced level or equivalent 	<ul style="list-style-type: none"> • Experience of using and extracting information from a student records system and associated reporting tools • Experience of creating, and maintaining SharePoint areas
Knowledge & Skills	<ul style="list-style-type: none"> • Understanding of the role key performance indicators play in monitoring the success of students and their use in supporting both operational and strategic management decisions • Understanding of information management concepts and maintaining accurate data • Proven ability to manage tasks and meet deadlines whilst maintaining priorities • Excellent written, verbal, and digital communication skills with the ability to translate technical information at an appropriate level for the intended audience • High level of analytical skills with the ability to use several sources of data to produce performance reports • Digital fluency: demonstrates a strong understanding and ability to effectively use a range of digital tools and technologies • Demonstrates a collaborative and teamwork approach with personable and supportive qualities 	<ul style="list-style-type: none"> • Proficiency in creating graphs, tables and analysing complex data through Microsoft Excel or other appropriate packages. • Ability to communicate in Gaelic

<p>Personal Qualities*</p>	<ul style="list-style-type: none"> • Ability to act as ambassador for the College in high level external contexts • Also: see personal attributes framework • Proven ability to build and maintain positive working relationships • Analytical and problem-solving skills • Evidence of collaborative working 	
<p>Other</p>	<ul style="list-style-type: none"> • Commitment and ability to undertake and/or continue professional development in a relevant discipline • Clean driving licence • Be willing to work flexible hours when necessary to meet requirements of the post • Be willing to regularly travel on College business, between centres, UHI and within Scotland • Satisfy appropriate Disclosure Scotland checks 	

*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

KEY TERMS AND CONDITIONS OF EMPLOYMENT

Hours of Work	This post is for 35 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a full-time, permanent post.
Salary	The salary for this post is on Support Scale Point 19-22, (£30,280 - £32,043 per annum) pro-rata
Holidays	33 days in a full year plus 12 public/general holidays, pro-rata for part-time workers.
Location	The position will be based primarily at any UHI North, West and Hebrides Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.

