ROLE PROFILE

Job Title: Student Recruitment Data Manager

School/Department: Registrar’s Department, External Relations, Enquiries and Admissions

Job Family and Level: Administrative, Professional, Managerial, Level 4

Contract Status: Fixed Term (02 October 2020)

Hours of Work: Full-time (36.25 hours per week) or pro-rata as required

Purpose of Role:
The post holder will manage the Student Recruitment and Admissions data team with Recruitment and Admissions. They will be responsible for planning the annual workload of the team taking into account changes in the sector and within the University. They will create a network of contacts across the University to act as a specialist source of information regarding data storage, use and protection. They will provide advice and guidance to staff in External Relations and Faculties/Schools regarding data analysis which could be undertaken to meet their requirements. They will produce complex queries with data from the application management system (Campus Solutions) and associated systems to support email marketing and events work across the External Relations team and will also produce reports to support developments. They will act as Data Steward for the data within the Admissions systems.

Main Responsibilities

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<td>1.</td>
<td>Data Management and Policy</td>
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<td>Manage data from within the admissions and enquiries systems and be responsible for the appropriate use of this data. Ensure that the University meets its statutory and legal requirements and that users of the system across the University are aware of and adhere to the data management policy and data rules.</td>
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<td>Ensure that the University’s recruitment and admissions policies are supported by appropriate data and analysis.</td>
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<td>Contribute to the University’s strategy and policy surrounding data management and be responsible for its implementation within External Relations.</td>
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<td>Act as first point of contact for GDPR requests received by the department.</td>
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<p>| 2. | Management |
|   | Lead, manage, motivate and develop the team responsible for data management within Recruitment and Admissions to ensure an excellent level of service in accordance with specified service level agreements. This includes planning and organising the work of the members of the data management team and setting and reviewing targets. |
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3. **Statistical Analysis**  
Analyze statistics and data, and interpret it in order to review progress and suggest changes to policy, procedures and practice, liaising with appropriate managers and members of staff to embed changes as necessary.  

4. **Reporting**  
Produce complex queries from the University’s admissions and enquiry systems following specifications from External Relations/Schools/Departments to enable email marketing campaigns to be undertaken and event invitations to be sent.  

Produce reports with recommendations for senior managers within the team to monitor workload, review policy/practice and report on progress against target.  

5. **Process Management**  
Support the broader Recruitment and Admissions team in reviewing processes by providing data to inform decisions. Provide support to the broader university community by reviewing and approving system access requests and ensuring that  

6. **Advice and Guidance**  
Provide advice and guidance to colleagues in External Relations/Schools/Departments on the appropriate use, collection and protection of data  

7. **Other**  
Support the work of the External Relations team by assisting at student recruitment and marketing events such as confirmation, Clearing, Registration, Open Days, higher education fairs etc.  

### Knowledge, Skills, Qualifications & Experience

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| **Qualifications/Education** | Either:  
- A degree, plus some hands-on experience in similar or related roles with a specialised focus on the analysis of data  
Or:  
- Proven track record of extensive relevant work experience, demonstrating practical and theoretical knowledge of data analysis and reporting. |  |
| **Skills/Training** |  
- Well-developed analytical and numerical skills including the ability to analyse statistics, identify trends and present complex qualitative and quantitative information concisely for a variety of audiences  
- A proven ability to manage and motivate staff  
- Ability to think strategically, and manage change in systems and procedures  
- Excellent oral and written communication skills  
- Enthusiasm and initiative |  
- Experience of developing dashboards in Tableau  
- Experience of analysing data in Alteryx  
- Knowledge of Higher Education and its application processes  
- Knowledge/experience of the University of Nottingham  
- GDPR training |
Commitment to the highest standards of service and to the regular review and enhancement of systems and processes
- Well-developed organisational, time and project management skills with the ability to work effectively under pressure, to tight deadlines and with competing priorities
- Ability to learn independently and master and apply new knowledge and skills quickly
- An excellent level of proficiency with standard IT packages (including Access and Excel)
- High level of tact, respect for confidentiality, diplomacy and negotiating skills

**Experience**
- Significant professional experience in a role which involves manipulation, analysis and interpretation of large data sets
- Experience of managing and motivating staff
- Experience of the application of IT systems to enhance administrative processes

**Statutory/Legal**
- Awareness of relevant legislation including GDPR and Freedom of Information Act
- Willingness and ability to work outside of core hours on occasion, including evenings and weekends

**Experience of working with data in Oracle ERP solutions (Campus Solutions and OBI)**

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**Scope of the Role**

The University receives approximately 50,000 undergraduate applications and 25,000 postgraduate applications each year. The Recruitment and Admissions team within External Relations deals with Enquiry Management, Schools and Colleges Liaison, Recruitment Projects and Recruitment Events. The team plays a key role in delivering some key objectives of the University Plan. The team is frequently the interface between the University and the public and must act appropriately in this context. The constantly changing nature of the sector requires that all members of staff are flexible and can prioritise heavy workloads.

The role holder will have line management responsibility for the Student Recruitment Data Team (currently three people) but will also be responsible for ensuring that existing IT systems are maintained and upgraded and reports on trends throughout the admissions cycle are available in a timely manner. They will be expected to contribute creatively to improving the service to enquirers and applicants.

While an understanding of systems and processes is required to fulfil the role, the role holder will not be responsible for undertaking technical changes to central systems as this will remain the responsibility of colleagues in Information Services. The role holder will be responsible for liaising and negotiating with IS in order to ensure that the operational processes of the unit can be achieved.

**Additional Information**

There will be particularly busy periods of the year when it will not be possible to take annual leave.