University of Nottingham
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Job title	Data and Systems Manager	**Job family and level**	Administrative, Professional and Managerial Level 4
School/ Department	Accommodation Services, Student and Campus Life	**Location**	University Park Campus

Purpose of role

The Accommodation Services team is seeking to appoint a Data and Systems Manager. Leading a small team, you will report to the Deputy Head of Accommodation Services and be responsible for all aspects of data, analysis and reporting, as well as managing, configuring and developing the software and systems used by the Accommodation Services team. Key elements of the role are:

- To manage and coordinate all aspects of Accommodation Services data, monitoring and evaluation. To identify any areas for development within the existing evaluation framework and areas which may benefit from additional research.

- To oversee data quality assurance including data cleansing and managing systems and processes whereby data is collected, recorded and processed; including compliance with data protection legislation and good practice.

- To be the 'expert user' and administrator of the University's current Accommodation software (Kinetic) and other software/systems. This also includes reporting and integrations to and from.

- Line management of the Data and Evaluation Officer including management of workload and appropriate delegation of the above activities and also their wider work.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	**% time per year**
1	**To manage and coordinate all aspects of the accommodation Services team's data, monitoring and evaluation.** - Review the existing evaluation framework to identify any areas for development and areas which may benefit from additional research, monitoring or evaluation. - Analyse and interpret qualitative and quantitative data to identify the strengths and weaknesses of activities, designing and undertaking appropriate research and evaluation methods	25%

		including administrative data, surveys, registration information and focus groups. ■ Present findings accurately and appropriately for various (internal) audiences and feedback based on these findings to inform the accommodation strategy and approach, working closely with colleagues to increase understanding. ■ Work with colleagues to understand information requirements and evaluation needs and identify effective methodologies to be used. ■ Draw out trends and patterns in applicants, students, offer-holder and registrations data, including emerging trends in-cycle (to inform plans for interventions).	
2		**To ensure that the Accommodation Services Team are able to meet statutory and internal reporting requirements, including managing data requests regarding accommodation work and students.** ■ Maintain oversight and responsibility for the collection, collation and quality assurance of data about students and processes relating to accommodation and residential life, including keeping auditable records. ■ Working with the University's data teams and relevant stakeholders to monitor the student lifecycle and formulate actions for implementation to improve and grow the services offered. ■ Undertake analysis (from a variety of sources) for formal documents. ■ Produce and present high quality reports and briefing papers, for a variety of audiences ranging from members of the senior management team to stakeholders and third party providers.	25%
3		**To oversee data quality assurance including data cleansing and managing systems and processes whereby data is collected, recorded and processed; including compliance with data protection legislation and good practice.** ■ Collect and clean data providing quality assurance of data. ■ Process, analyse and interpret data and present quantitative information. ■ Co-ordinate data collection methods for specific projects, and determine the types and sizes of sample groups to be used. Evaluate the statistical methods and procedures used to obtain data in order to ensure validity, applicability, efficiency, and accuracy. ■ Identify improvements to the team's record systems, data capture and data storage in order to maximise analytical capabilities. ■ To lead on the day-to-day management Kinetics for the Accommodation Services team. This is to including training, best practice and strategic planning to ensure that the system is used in its most effective form. ■ Act as the Accommodation Services team lead for data protection and GDPR compliance, keeping up with training and internal and external developments around data protection and processing. Make recommendations to improve systems and processes accordingly.	15%

	▪ Support the team to fulfil their responsibilities to cleanse data under the General Data Protection Regulations, in particular at the end of each academic year cycle.	
4	**Team management:** ▪ Promote a 'can do' culture, instilling flexibility, responsiveness and a right first-time approach. ▪ Provide advice and support to staff to ensure processes and procedures are expertly delivered. ▪ Deliver effective resource planning and work allocation, with flexibility to respond and adapt to service demands in accordance with key events and peaks in student activities. ▪ Ensure professional and quality service standards are maintained and applied within own area of responsibility.	15%
5	**Work with internal Information Services staff and external systems providers to identify and support the technical development of IT systems improvements to enhance the user experience.**	10%
6	**To complete data analysis and reporting insight for the wider Student Living team.**	5%
7	**Any other duties appropriate to the role and level.**	5%

Person specification

	Essential	Desirable
Skills	▪ An effective people manager with the ability to motivate and inspire individuals to perform at their best. ▪ Operational planning skills, able to prioritise and to schedule workloads in the face of conflicting demands. ▪ Professional and well-developed interpersonal skills and an ability to communicate at all levels. ▪ Self-motivated to work on own initiative. ▪ Able to build effective working relationships and liaise with peer group, management and key stakeholders. ▪ Ability to work independently and deal with unforeseen problems and circumstances. ▪ Ability to manipulate and scrutinize large datasets, using initiative to analyse complex information and to solve problems. ▪ Proven ability to promote excellence in area of expertise through process of review and continuous improvement using the best suited tools, technologies and methods. ▪ Excellent IT skills including the use of tools and technologies appropriate to the specialisms in the role such as reporting tools and more advanced Microsoft products.	
Knowledge and experience	▪ Experience of planning and progressing work within general guidelines, using initiative and judgement without recourse to others. ▪ People and performance management experience, including developing, implementing and achieving targets and KPIs. ▪ Experience of providing excellent customer service. ▪ Evidence of motivating, negotiating and influencing both individuals and teams. ▪ Project management experience.	▪ Experience working in the Higher Education sector. ▪ Awareness of developments in Higher Education with knowledge of Accommodation and Residential Experience cycles and student behaviour.

	▪ Knowledge of and experienced in the delivery of services for student and academic activities. ▪ Experience of dealing with highly confidential, sensitive information. ▪ Experience of working with and influencing senior management.	
Qualifications, certification and training (relevant to role)	▪ A degree qualification and / or proven track record of extensive relevant work experience.	▪ Expertise using a reporting tool such as Tableau. ▪ Expertise using a student record system, PMS system or similar.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people   Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

Taking ownership   Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

Forward thinking   Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.

Professional pride   Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

Always inclusive   Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

Line manager

Deputy Head of Accommodation Services

Role holder

Data and Systems Manager

Key stakeholder relationships

Data and Evaluation Officer

Colleagues

Students