

Deputy Head of Student Returns – Academic Registry – I Grade

Job Description

Purpose

The Deputy Head of Student Returns is responsible for providing leadership and direction to staff within the Student Returns Team, who are responsible for the compilation and submission of statutory returns, and for establishing and maintaining systems and processes. The postholder will create an infrastructure that enables the team to ensure the robustness and fitness for purpose of University data; ensure our external reporting responsibilities are fulfilled through the timely submission of high quality data returns; liaise effectively with colleagues from within Academic Registry and across the University in the delivery of our data returns and the ongoing enhancement of data quality within them; and respond effectively to changes in requirements for returns.

The range of data returns which the team is responsible for includes: the HESA Student Record, the HESA Aggregate Offshore Record, Health Education England returns, Graduate Outcomes and Discover Uni.

The postholder will make a significant contribution to the Academic Registry Leaderships and Management Team, demonstrating effective leadership, working collaboratively and driving continuous improvement.

Duties

1. Supervise and direct the planning, preparation and submission of accurate and timely statutory data returns for which the team is responsible, including ensuring up to date documentation is maintained and knowledge is shared effectively within the team.
2. Maintain up to date knowledge and understanding of the full requirements of statutory returns for which the team is responsible.
3. Oversee communications with HESA relating to the team's areas of responsibility, ensuring effective and appropriate dissemination to colleagues across the University.
4. In collaboration with the Head of Student Returns and Data Management, take a leading role in establishing robust data quality processes at the University, undertaking development and enhancement activities relating to the systems and processes used in the preparation of the statutory returns for which the team is responsible; agreeing standards; and determining quality thresholds.
5. Liaise closely with the Programme Management and Analysis team to ensure data included in the statutory returns is analysed to enhance accuracy before it is submitted, updating the Head of Student Returns and Data Management of any implications and actions required.
6. Liaise closely with the compilers of HESES, the HESA Staff Record, and HESA Finance to ensure data included in the statutory returns is analysed and cross referenced to enhance accuracy before it is submitted.

7. Regularly review processes for assurance of the statutory data returns for which the team is responsible and oversee enhancements, where appropriate, promoting a culture of continuous improvement within the team.
8. Mitigate the risks associated with inaccurate or late submission, which include substantial financial penalties/loss, reputational damage and conditions on/loss of Registered Higher Education Provider status with the Office for Students.
9. In collaboration with Academic Registry colleagues, supervise and direct the testing of all upgrades and enhancements to systems employed in the production of statutory returns.
10. Ensure that data structures and tools in use by the team align with information security policies and are compliant with internal policies and external regulation.
11. Oversee the preparation of data quality assurance papers and other forms of reporting on progress and developments for relevant groups, managers and stakeholders across the University.
12. Participate actively in relevant internal and external groups, highlighting issues and advising on solutions for data quality that directly and indirectly impacts the University's statutory data returns.
13. Provide timely briefings to senior management on developments, issues and risks relating to the team's responsibilities, applying judgement and discretion in the prompt escalation of concerns, when appropriate.
14. To play an active role as a senior member of the Academic Registry, contributing to the development and delivery of the service's strategic plans and objectives.
15. To undertake any other duties and responsibilities, appropriate to the grade as may be determined by the Head of Student Returns and Data Management.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of delivering or overseeing the delivery of Higher Education data returns to external agencies for funding, regulatory or performance management purposes (Application/Interview).
- Significant experience of extracting, manipulating and preparing complex data, both quantitative and qualitative, to fulfil external reporting requirements (Application/Interview).
- Experience of using a range of general and specialist software, e.g. Office packages (including Excel), database query languages (e.g. SQL) and databases/ student/customer records systems (e.g. Banner) (Application/Interview).
- Experience of managing staff and creating a motivating environment, allowing people to be challenged, developed, encouraged and supported to achieve outstanding results (Application/Interview).
- High level of analytical skills and the ability to analyse, evaluate, and interpret quantitative and qualitative information from various sources, identifying the appropriate methodological approach to a given question (Application/Interview).

- The ability to assimilate complex information and communicate implications to a non-technical audience (Application/Interview).
- A logical but imaginative approach to problem solving, and the ability to identify and implement long-term, systemic solutions to problems (Application/Interview).
- Understanding of good practice in relation to data quality, data governance and assurance and a commitment to continuous improvement (Application/Interview).
- A logical but imaginative approach to problem solving, and the ability to identify and implement long-term, systemic solutions to problems (Application/Interview).
- Excellent interpersonal skills, acting as a role model for colleagues across the University (Application/Interview).
- An undergraduate degree or equivalent or significant relevant professional experience (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions, and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Statistics/data management postgraduate or professional qualification (Application/Interview).