Data Quality Manager

Reference:	EHA2487-0923
Salary:	£33,966 - £37,099 per annum
	Grade 7, Points 27–30
Contract Type:	Fixed Term for 2 years
Hours:	Full Time (36.25 hours per week)
Location:	Ormskirk
Accountable to:	Head of Academic Registry
Reporting to:	Assistant Registrar: Data Management and User Support

About the Role

This newly created post will perform a vitally important role, with significant responsibility for assuring the accuracy and integrity of data held within the student record system, adopting data management best practice and applying data governance principles to ensure adherence with internal policies and procedures and compliance with the regulatory framework to meet our statutory obligations and external reporting requirements.

Possessing strong working knowledge of HESA and Data Futures requirements along with the institutional regulations, policies, processes and systems that are deployed throughout the student journey, the Data Management Team Leader will play a critical role in ensuring data held within the student record system is high quality, timely and fit for purpose.

The post will provide day-to-day leadership and will have direct line management responsibility for members of the Data Management and User Support team. The ability to manage and motivate staff is therefore essential, as is the ability to negotiate, influence and communicate effectively with a wide range of stakeholders.

About You

The Data Quality Manager will be solutions-focused and will drive a culture of continuous improvement, proactively identifying areas for enhancement and working collaboratively to design solutions to complex problems that meet the needs of the University.

You will ensure that your area of responsibility actively contributes to the achievement of Academic Registry's strategic objectives and will build highly effective, positive and professional working relationships with colleagues across the University in order to champion enhancements to business processes and service delivery.

Duties and Responsibilities

1. Responsible for the day-to-day running of the Data Management and User Support team with overall responsibility for the coordination, management and delivery of the team's functions.

2. Line management of the Data Management and User Support team, ensuring that staff are provided with clear direction and experience highly effective management practices in an environment that both cultivates and enables excellence.

3. Responsibility for the effective delivery of Data Management services through the organisation, prioritisation of workloads and communication of clear objectives that align individual/team objectives with strategic aims.

4. Develop and maintain strong links between colleagues in Academic Registry, Admissions and the Strategic Planning and Policy Unit to cultivate a shared responsibility for data as a strategic asset.

5. Liaise with colleagues across the University to ensure effective processes are in place to safeguard the accuracy and integrity of student data within the student record system, in line with academic regulations and statutory reporting obligations.

6. Consult with colleagues on proposed changes to processes to ensure that impacts on other service areas are fully considered and ensure that processes and procedures are documented and followed. This will require the leadership and coordination of staff across the University.

7. Design solutions to complex problems, recognising the need for data to serve several purposes and the implications of changes. Some of these decisions will have significant effects on other services and will need to be developed collaboratively through consultation with changes communicated effectively.

8. Represent the department at internal/external meetings as required and lead training and briefing sessions as appropriate.

9. Provide expert input and advise on the formulation of University policy, regulations and procedures and make informed decisions on how data should be recorded and managed within the student record system.

10. Routinely plan, prioritise and organise the work or resources of self and others within own area.

11. Maintain an in-depth knowledge of best practice and keep abreast of developments in the Higher Education sector to inform planning, policy and service development.

12. Maintain and enhance skills and knowledge through appropriate training and development and by actively engaging with relevant professional sector networks.

13. To act as deputy in the absence of the Assistant Registrar: Data Management and User Support, taking decisions as required relating to data management.

14. To carry out any other duties deemed commensurate with the level of the post as identified by the Assistant Registrar/Head of Academic Registry. You may be required to contribute to projects which are wider in nature than the direct work of the post, including supporting a range of business-critical activities and University-wide events which may involve occasional evening and weekend work.

In addition to the above all Edge Hill University staff are required to:

a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety

b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons

c) Undertake appropriate learning and development activities as required

d) Participate in Edge Hill's Performance Review and Development Scheme

e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

f) Demonstrate excellent Customer Care in dealing with all customers

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Degree or equivalent relevant professional experience	*		A
2.	Higher qualification (e.g. a Postgraduate Certificate, Postgraduate Diploma, Master's Degree)		*	A
Experience and Knowledge				
3.	Demonstrable successful experience of line management and team leadership	*		S/I
4.	Significant experience of working in a Higher Education environment and full working knowledge of at least one of the following areas: 1.　　Data management 2.　　Statutory reporting (HESA and Data Futures) 3.　　Student records	*		S/I
5.	In depth knowledge and understanding of the Higher Education regulatory environment and associated statutory reporting obligations	*		A/I
6.	Working knowledge of Quercus or other student record system and the constraints of these systems	*		A/I
7.	Experience of reviewing and improving operational processes and procedures	*		S/I
8.	Experience of working collaboratively and communicating effectively with a range of stakeholders across a large, complex organisation		*	S/I
9.	Proven experience of identifying areas for improvement, taking ownership of resolving issues/finding solutions and evaluating impact of changes made	*		S/I
10.	Experience of producing high-quality written processes, reports, training and guidance documents and of creating and delivering training and briefing sessions		*	S/I

Abilities and Skills

11.	Ability to work independently with minimal supervision on a day-to-day basis		*	S/I
12.	Flexible approach to work and the capacity to adapt and prioritise accordingly to deal effectively with workload demands, multiple priorities and tight deadlines	*		I/T/P
13.	Ability to produce work of the highest quality with exceptional attention to detail and the ability to remain calm under pressure	*		I/T/P
14.	Strong communication and interpersonal skills with the ability to communicate effectively and explain complex concepts and procedures to a range of audiences, using a variety of appropriate written and oral method	*		I/T/P
15.	Excellent planning, analytical and problem-solving skills	*		I/T
16.	Ability to influence, negotiate and to be able to resolve conflict and find solutions to complex issues	*		I/T
17.	Proactive with personal drive, motivation and resilience coupled with a 'can-do' attitude and solution focused mindset	*		I/T/P
18.	Excellent digital literacy, conversant with a range of IT applications including the full range of Microsoft Office 365 products, and with advanced document formatting skills	*		I/T/P

How to Apply

When you are ready to start the formal application process, please visit our Current Vacancies page and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Kevin English, Assistant Registrar - Data Management and User Support, Englishk@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.