

JOB DESCRIPTION

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| Job Title: | Student Engagement & Enhancement Data Analyst |
| Ref no: | CAPE 34 |
| Campus: | Hendon |
| School/Service: | Centre for Academic Practice Enhancement (CAPE) |
| Grade: | Grade 6 |
| Starting Salary: | £33,879 per annum inclusive of Outer London Weighting rising to £38,854 incrementally each year. |
| Hours: | 35.5 hours per week, actual daily hours by arrangement |
| Period: | Permanent |
| Reporting to: | Student Engagement & Enhancement Manager |

Overall Purpose: The post holder will provide day-to-day support for the operation of quality assurance and enhancement and CAPE activity with particular responsibility for providing co-ordinating and the effective delivery and dissemination of data and information related to academic quality and standards.

Principal Duties:

1. Co-ordinating and supporting the effective delivery and distribution of required University datasets and information across the University, to include: student feedback data, Unistats HESA data return and other KPIs etc.
2. Responding appropriately, and with direction, to requirements for the provision of information and data established by external bodies such as OfS and HESA and the QAA, re-designing processes as necessary.
3. Designing, producing and manipulating Tableau dashboards and datasets in response to University ongoing requirements and ad-hoc requests from colleagues across the university.
4. Managing programme and module survey feedback processes within the University and providing advice and support to overseas campuses and partners, including survey set up, sample upload and results analysis, using a range of survey platforms.
5. Acting as first point of contact for colleagues across the university with respect to their delivery of required data and their enquiries about datasets, student feedback surveys etc. This will involve working effectively with colleagues to design user-friendly templates, to establish and monitor timetables for delivery and to address any delivery issues with the support of line management or other senior colleagues.

6. Providing support, advice, information and guidance to colleagues across the university with regard to queries relating to all University datasets and KPIs. Managing publication of Unistats guidance and student survey content on the intranet and webpages.
7. Understanding and analysing engagement data to provide support for the StREAM Engagement Analytics dashboard.
8. Providing support to the Student Engagement & Enhancement Manager on student engagement activity in relation to all student surveys.
9. Providing support for the University or its collaborative partners in its preparations for any external audits as required.
10. Undertaking other duties as requested by the Director of Learning, Teaching & Student Experience. (The post holder will be expected to be flexible in their approach to work in order to fully contribute to the team and provide assistance to other members of the team at peak workload times).
11. Undertake student records systems testing and act as the specialist point of contact for AQS/CAPE for business data activity and projects. Supporting the provision of student engagement data for academic staff.
12. Ensure any personal information is kept and distributed in line with the General Data Protection Regulations (GDPR), Middlesex University Acceptable Use Policy, Middlesex University Academic Regulations and other local regulations.
13. The postholder will actively follow Middlesex University policies, including Equality & Diversity Policies.

PERSON SPECIFICATION

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

SELECTION CRITERIA:

Education / Qualifications

Essential: A good honours degree or equivalent experience

Experience:

Essential: At least two years' experience of providing high level administrative coordination and management information.

Desirable: Relevant experience in Higher Education of using and manipulating data to improve academic provision.

Knowledge:

Essential: Knowledge of manipulating and analysing complex datasets.

Skills:

Essential: Excellent IT skills with an advanced knowledge of Microsoft Office, in particular Advanced Excel and experience in using business intelligence tools such as Tableau.

Good numeracy skills with the ability to present data accurately and clearly, interpret data and manipulate spreadsheets.

Ability to understand and explain data requirements related to academic programmes, to a variety of audiences.

Excellent organisational skills, the ability to prioritise work and work unsupervised to meet demanding deadlines.

Ability to multi-task and to maintain a focus on key issues.

Ability to review and improve data processes.

Ability to initiate and maintain effective and collegial working relationships at all levels across the university.

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion.

M U Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

What Happens Next ?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Ravinder Bassi, Student Engagement & Enhancement Manager, r.bassi@mdx.ac.uk