



Job Title: Records and Planning Officer (Apprenticeships)

Grade: 6

Salary: £28,756 to £33,309 per annum

Department: Student and Academic Services

Hours/Contract: Full time, permanent

Job Family: Management and Administration

Reference: 3877

Role Purpose

To support the management information and business intelligence needs of the institution through data provision and analysis for Apprenticeship Provision. You will work as part of a small team to produce statutory student data returns. You will use both your technical expertise and data management skills to ensure the integrity and accuracy of student record data, and to implement improvements to data quality. This will also include providing support to student records related projects for Apprenticeship Provision.

The role will report in the Academic Partnerships Teams (Apprenticeships) that sits within Students Academic Services, and will work across both the Statutory Reporting Team and the Student Records Team to oversee the full Apprenticeship process from management of the Learner record, to submission of data to external bodies.

Main Duties and Responsibilities

- Lead the preparation of the data from the University's Student Record System (SITS) in order to ensure the timely and accurate production of student data for external returns including the ILR (Individual Learner Record) Education and Skills Funding Agency (ESFA) and the Higher Education Funding Council for England (HESES), Higher Education Statistics Agency (HESA). To identify and resolve data inconsistencies and lead the continuous improvement of data quality within the Student Record System.
- To be an expert on statutory data and its uses. Provide expert advice and guidance on the implications of regulations and guidance from external bodies on learner record development. This includes supporting development of the learner record system as part of the University's current agenda for greater departmental uses of the central record for Apprentices.
- Using appropriate reporting tools and understanding the academic and administrative context within which the data originates, to write queries to extract information from university systems including, for example, the student records system (SITS). To be an expert user of the University's reporting and visualization tools used across the Student Records System and to provide training and support for this activity, especially in regard to Apprenticeship Learners. To undertake stakeholder management to understand the information needs of the institution.
- To act as operational lead for apprentice life-cycle processes, which are timely, effective and evidentially meet the needs of Apprenticeship Learners. Life-cycle processes are delivered across the whole apprentice population and role-holders will be responsible for leading different processes at different times.
- In the role of operational lead role-holders will plan, design, organize, deliver and review the life-cycle process. This involves collecting all necessary data to deliver on-





going student/apprentice services; measuring and understanding the quality of service provided from the learners' perspective; minimizing and taking a cross- Student & Academic Services role.

- To understand and record processes by means of process mapping them in partnership with those carrying them out and to ensure the process are completed efficiently, effectively and auditable.
- Work as a member of a multi-functional team with a common purpose and agreed operating principles.
- To maintain personal and team's skills, knowledge and capabilities in line with the needs of the service and build reliance across Records and Planning teams by sharing expertise and building robust processes.

Other responsibilities

- To maintain a broad understanding of:
 - the major areas of the University's activities, internal governance structure, policies and procedures and their interaction;
 - developments in the external higher education environment, particularly in relation to Government policy and funding in regards to Apprenticeship Provision;
 - and to use this knowledge to advise colleagues and ensure that appropriate issues are brought to the attention of key internal stakeholders.

Internal and External Relationships

- You will build relationships within the immediate team and in the wider University to understand context and implement improvements collaboratively
- You will participate in HESA, ESFA, OfS and other relevant external body consultations and training
- You must be able to effectively and sensitively communicate technical data matters and issues to non-specialists at all levels of the University
- Responsible for building strong operational relationships with corporate services in order for the purpose of developing shared understanding and providing a seamless student/ learner experience.

Planning and Organising

- You will also be required to contribute to the annual planning calendar of the team in regards to Apprenticeship Provision Management and will be required to support in delivery against statutory deadlines.
- Student Records and Planning Officers are expected to proactively keep abreast of regulations and policy changes, such that they can act as early advocates for, and be able to implement required process amendments in to the student records and planning systems. There will be the requirement to understand regulation and policy changes from a customer point of view, ensuring we are able to manage the likely impact on customer demand.





Qualifications, Knowledge and Experience

Essential

- Educated to Degree Level or equivalent or substantial experience in a directly comparable role*
- Extensive knowledge of the Individualised Learner Record (ILR) return
- Extensive knowledge of Education and Skills Funding Agency (ESFA) funding methodologies and processes
- Experience of the Higher Education Statistics Agency (HESA) Student return
- Experience of working with large databases of quantitative information*
- Experience of practical data manipulation and analysis in a work context*
- Experience of identifying and implementing practical solutions to administrative problems*
- Experience of using a reporting tool with a large and complex dataset*
- Experience of collating and submitting statutory returns in a Higher Education institution*

Desirable

- Higher level qualification in a numerate discipline or a discipline involving data/statistical manipulation
- An understanding of league table compilation and use
- Work experience in a Higher Education environment
- Knowledge of HESA Data Futures
- Experience of using either the Business Objects or Power BI reporting tools
- Relevant work experience in a context of improving data quality within a complex record management system.
- Experience of the Tribal SITS/eVision product.

Skills, Abilities and Competencies

Essential

- High level of general IT skills including databases and spreadsheets*
- Good level of numeracy
- Ability to manipulate and analyse data and to interrogate it and verify its validity
- The ability to organise one's own workload, and the capacity to progress a range of tasks and projects at one time
- Good verbal and written communication skills, including report writing and presentation skills
- Strong liaison/networking and influencing skills
- Excellent interpersonal skills and team working skills
- Ability to work co-operatively and flexibly
- Ability to work quickly, accurately and with attention to detail under pressure and to tight deadlines.
- Effective oral and written skills in order to communicate effectively with staff and students.

****Criteria to be used in shortlisting candidates for interview***





Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

