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Job description and person specification

Data Manager

Job description

Job title	Data Manager
College/Exec Group	Research, Knowledge & Education Exchange
Department/Team	UAL Awarding Body
Accountable to	Head of Operations
Contract	Permanent
Term	35 hours per week, 52 weeks per year
Grade	Grade 5
Salary	£44,375 - £52,977 per annum
Location	UAL High Holborn - Home
Job family	Professional and Administrative
HERA reference	**001943**

Purpose of the role

The Data Manager is responsible for the design, implementation and management of UAL Awarding body Learner Management Systems data and reporting processes.

They are responsible for updating, maintaining, or replacing existing data processes which will directly impact the running of the Awarding Body operations as a whole and its success in the awarding of over 65,000 students every year.

They bring expert knowledge of the sector’s data regulations and current technologies to create innovative and appropriate solutions which benefit the Awarding Body and its customers.

Key duties and responsibilities

Data Management

- Managing structured data held on Learner Management System
- Managing data systems that facilitate data collection, storage, processing, and analysis.
- Developing and implementing data management policies, procedures, and audits to ensure that data is accurate, complete, and secure.
- Managing data accessibility to internal and external stakeholders while maintaining confidentiality and privacy.

- Managing UAL Awarding Body relationship with external system providers and UAL IT department to develop and implement data quality and security standards.

Data Publication, Analytics and Visualisation

- Managing permissions for data sets, dashboards and reports so that they are accessible to authorised personnel while maintaining confidentiality and privacy.
- Managing the production and delivery of robust and accurate business information and data for the awarding body's teams, including the Senior Management team, the Business development team, the Qualification development team, the Academic Standard team and the Quality and Enhancement team and the Finance Team
- Managing the production and delivery of robust and accurate reports and datasets for external stakeholders such as centres (colleges, schools) and third parties (regulators, certificate printers etc...)
- Analysing data to identify trends, patterns, and insights that can inform UAL business decisions and strategies.
- Managing the development of interactive dashboards and data visualization tools that allow users to effectively explore and analyse data relevant to their needs.

Regulatory Compliance

- Managing the production and delivery of robust and accurate mandatory data returns to the DfE, Ofqual, CCEA, Qualifications Wales, UCAS and the Learner Record Service
- Managing regular audits of data processes to ensure compliance with regulators and standards, such as the General Data Protection Regulation (GDPR)
- Managing data agreements with external stakeholders.
- Managing data protection policies and procedures, such as the data retention policy.
- Managing data protection impact assessments (DPIAs) to identify and mitigate risks associated with data processing activities for UAL Awarding Body

Management responsibilities

- The Data Manager may deputise for other Operations Managers and supervise processes carried out by Operations Officers.

Key working relationships

- Head of operations, UAL Awarding Body
- Operations manager
- Systems manager
- Operations coordinator
- Quality assurance and enhancement manager
- Market research and policy coordinator
- Qualifications development manager
- Business development manager
- Centre monitoring and compliance manager
- Associate dean of academic standards, UAL Awarding Body

- External service providers

General duties

These duties below are in addition to the duties and responsibilities listed above:

- Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Person specification

This section provides a list of up to 10 essential criteria (and up to 2 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Experience of working with large and complex datasets using Excel, Power BI, and Microsoft SSRS software.
- Experience of using a Learner Management System (LMS) to manage the recording of student registrations, exam entries, achievements and awards, or a similar database system.
- Experience of creating, publishing, and managing a large suite of data reports.
- Experience of working in an externally regulated sector or industry.

Communication skills

- Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.
- Produces clear, engaging, and accurate data reports and visualisation designs for a variety of audiences.

Planning and managing resources

- Plans, prioritises, and manages resources effectively to achieve long term objectives across multiple strands of work.

Teamwork

- Works collaboratively in a team and where appropriate across or with different professional groups.

Creativity, innovation and problem-solving

- Suggests practical solutions to new or unique problems.
- Is curious and seeks to identify potential problems and opportunities for improvement.