**JOB DESCRIPTION**

**Data and Systems Support Officer**

Vacancy Ref: N2767

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Data and Systems Support Officer</th>
<th>Present Grade:</th>
<th>6</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Recruitment and Admissions</td>
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<td>Directly responsible to:</td>
<td>Admissions Operations Manager</td>
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<td>Supervisory responsibility for:</td>
<td>N/A</td>
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**Other contacts**

**Internal:**
Recruitment and Admissions, Marketing and Communications teams; Faculty and Departmental recruitment and admissions staff; Planning Office; Student Based Services; Information Systems Services (CIS) teams

**External:**
Undergraduate and Postgraduate applicants; UCAS; international education agents; school and college teachers; UK and international educational organisations and awarding bodies; parents and other advisers; external agencies, suppliers and providers, other institutions and organisations as appropriate.

**The Role**
The Data and Systems Support Officer is an important role that will play a key part in the ongoing development and management of admissions data and processes. The post holder will take an active role in the analysis, implementation, configuration and support of all admissions operations, working closely with key stakeholders to achieve agreed objectives. This will include identifying, mapping, analysing and improving business processes related to admissions activities.

The post holder will also undertake a key role in maintaining and developing management information, working with key stakeholders facilitating the reporting needs of the admissions function and wider community. With high attention to detail, the post holder will ensure the highest level of data quality for reporting purposes including timely responses to relevant FOI requests.

**Major duties:**

1. Responsible for the ongoing technical support and development of the undergraduate and postgraduate admissions systems, working with key stakeholders to deliver discrete areas of research and analysis for projects as required.

2. Working closely with the Admissions Operations Manager to identify and development enhancements to existing admissions systems and related business processes.

3. Working closely with the Admissions Operations Manager and colleagues in ISS to deliver largescale technical projects, providing further relevant support including the organisation and undertaking of stakeholder engagement, user acceptance testing and feedback.

4. Plan and implement the annual delivery of admissions management information to meet internal reporting requirements, including data for regular monitoring by academic departments and university committees.
5. Manage all relevant admissions related management information requests, including providing regular statistical reports for use across the institution, including commentary as appropriate and providing timely responses to admissions related FOI requests.

6. Create and maintain training materials including system user guides and business process documentation.

7. Schedule and deliver a suite of training on admissions systems and business processes across all internal stakeholder groups.

8. Review and maintain access to admissions systems, including role and permission maintenance.

9. Support the wider admissions team with key tasks as required, such as application processing and confirmation, adjustment and clearing.

10. Any other duties as may reasonably be required by the Admissions Operations Manager, consistent with the grade of the post.