Job description

Job title: Data Systems Analyst	**Status:** Permanent, Full Time, 37.5hours per week
Team: Registry	**Reports to:** Student Systems Manager
Main Location: London Bridge Study Centre	**Direct reports:** None
Department: Academic Registry	**Departmental budget holder:** No

Position purpose:

We are seeking a Systems Analyst who is highly self-motivated, analytically minded and have good attention to detail to work within the Student Records Team to improve and support our student record systems. The successful applicant will be highly numerate, be proficient in the use of database systems, and have good understanding of writing and reading SQL queries to facilitate data extraction.

The post-holder will support the production of student records related management reports, help to document data flows, manage data queries and the day to day operation of our student records systems. The post holder will also be responsible for the design, operation and development of processes and reports for internal and external College stakeholders, assist with the maintenance of the student records system and train and support users on the correct use of the database and preparation of supporting documentation.
The post holder will be required to be well organised and a highly competent IT user, with the ability to work on their own initiative as well as part of a team.

SUMMARY

The post-holder will be highly proficient in the use of Microsoft Excel and will provide support to the Student Systems Manager in his/her day- to-day operations supporting the Student Records systems. They will have responsibility for helping to maintain the daily operations of the student records system and assist with the implementation and refining the operating procedures around data entry and data governance.

The post holder will provide expert advice and may occasionally be required to offer training in order to ensure operational accuracy and efficiency. Moreover, the post holder is required to engage pro-actively with all aspects of student records data in order to assist colleagues in trouble-shooting and to advise on developments and improvements relating both to functionality and infrastructure

Position accountabilities:

Accountability	Key activities
Data analysis and reporting	- Working closely with the Student Records team, the Systems Analyst will develop an in- depth understanding of GSM London's programmes. - The Systems Analyst will be responsible for gathering, interpreting and documenting user requirements for reporting purposes and to guide systems development. - The Systems Analyst will also assist with the analysis of student datasets, particularly in relation to the use of data for external reports. They will also help to prepare management information for external use by understanding and applying criteria and coding structures. - An understanding of the statutory data submission requirements for HEIs is not required for this post, although any experience of these would be beneficial and a desire to learn is essential. - Analysing student and curriculum data held in the student record system, and reporting inconsistencies, to ensure regulatory compliance - Analysis of data to illustrate trends and identify College performance against all KPI's and create reports showing this information to support the senior management team.
Reporting	- Create, update and maintain student data in the appropriate systems. - Prepares and maintains documentation and standard reports for internal and external bodies (e.g. reports for Award and Subject Boards of Examiners)

Accountability	Key activities
Systems support	• Assist the Student Systems Manager with the daily operations of the student record system (CADs), system integration and reporting tools. • Maintain and develop functional and reporting processes using student record system and external reporting tools such as Reporting services, to extract, manipulate and deliver information, and processes as requested by both internal and external college clients • Build and maintain an understanding of the student records system, Registry Services and other user processes • Use initiative, business process and technical knowledge to investigate and analyse support queries and to develop documentation, training and support aids accordingly. • Analyse and report on the nature and range of support queries to contribute to Academic Registry planning for training and support. • Assist the Student Systems Manager in the development and delivery of effective software solutions and enhancements in collaboration with Faculties/School staff and as part of a cross-departmental (Academic Registry/IT Services) team. • Work with Team colleagues in the production and onward use of operational guides to services that affect the student record • Become increasingly more expert in all areas of the student lifecycle and share any knowledge gained with colleagues in order to improve current working practices and implement better and more efficient methods of working
Stakeholder Engagement	• Build and maintain strong relationships with all key internal and external stakeholders. • Liaise with the Chair of the Examination Boards, external examiners and the Deans of Faculty, Heads of Department and Quality Office in order to evaluate existing processes and ensure the institution is compliant with the academic regulations. • Is a point of contact for both internal and external stakeholders in relation to Student records Data and processes • Build and strengthen cross-unit relationships so that collaborative projects that rely on student records data have expert advice and input as appropriate.
Health and Safety	• Holds responsibility to avoid action that could threaten the health or safety of themselves, other employees, customers or members of the public.
GSM London good citizenship	• Hold personal accountability to ensure a continual focus on enhancing the student experience through actions, words and behaviour. Our students are the most important members of our institution and must be treated as such.

Key stakeholders:

Internal:
- Executive
- Deans of Faculty /Head of Departments
- Academic staff
- Departmental Administrators
- Student Advisory Services
- Wellbeing Office
- Registry
- Professional Services Leads
- MI staff
- IT staff
- GSM London students

External:
- Chairs of Examination Boards
- External Examiners
- Validating bodies

Job descriptions cannot be exhaustive and the post holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Person specification

	Essential or Desirable
Education & Knowledge	
Advanced knowledge of Microsoft Excel.	Essential
Undergraduate degree or equivalent.	Essential
Understanding of higher education data reporting requirements.	Desirable
An understanding of the range of services covered by a College's Registry team.	Desirable
Experience	
Experience of reading and writing SQL, and other programming languages, to support the analysis of data	Essential
Experience of database management and development	Essential
Experience of reporting tools e.g. Reporting services	Essential
Experience of using Student Record systems in HE	Desirable
Experience of using databases to store and retrieve information	Essential
Experience of data validation and data definitions.	Desirable
Experience of working in a Higher Education Institution	Desirable
Experience of summarising complex datasets.	Desirable
Skills	
Excellent IT skills including MS Excel, Access, Visio, VBA, SQL	Essential
Ability to interpret a complex set of requirements/guidelines and to develop processes that ensure data and management information produced is both timely and accurate.	Essential
Ability to write procedural documents relating to IT systems (e.g. systems manuals)	Essential
Ability to develop a strong working relationship with other technical development teams/suppliers.	Essential
Very strong numerical and analytical skills, with excellent attention to detail.	Essential
Ability to prioritise and manage a varied workload.	Essential
Proven ability to produce clear and concise technical documentation.	Essential
General	
Highly self-motivated and conscientious; and pro-active in seeking out and addressing gaps in provision.	Essential
Clear communicator with the ability to convey concepts and materials in an audience-targeted and accessible manner	Essential
Resilient individual with a 'can do' attitude and personal drive to achieve results within a team environment	Essential