



JOB DESCRIPTION	
JOB TITLE	Data Management Administrator
PAY/GRADE	Point 12, £18,800 per annum
HOURS	37 hours per week
REPORTS TO	MIS Team Leader
LOCATION	Peterborough College
JOB PURPOSE	
<p>To ensure the accurate and timely processing of all data relating to the management of student records, working as part of a responsive Management Information Services team.</p> <p>To handle service desk requests promptly and efficiently, ensuring tasks are delivered against the Departments service standards.</p> <p>To undertake a variety of data administration tasks to a high level of accuracy, providing excellent customer service and in accordance with the Group's regulations and procedures.</p>	
MAIN DUTIES AND RESPONSIBILITIES	
<p>Your main duties and responsibilities will include, but will not be limited to the following areas:</p> <ul style="list-style-type: none"> • Data Entry – undertake accurate MIS data entry using the software systems provided, across all funding and income streams, including: <ul style="list-style-type: none"> - Enrolments - Withdrawals - Transfers - Supplementary forms - Timetables - Registers - Change requests - Course set up - Validations • Data systems – participate in all training on the relevant data systems used in the delivery of the role, ensuring full compliance and accurate use of the systems and processes • Data validation – participate in the systematic and routine checking of the accuracy of the student and course data collected, ensuring all relevant data fields are fully and accurately completed • Enrolment – to participate in the enrolment process, working closely with Student Services teas to ensure good data quality • Timetables and Registers – liaise with appropriate academic staff to ensure accuracy of timetables and register data entered into the system. Ensure these are maintained in line with customer requests using college processes and by monitoring exception reports, as directed by your line manager • Knowledge – maintain a working knowledge and understanding of the ESFA, HESA and local authority funding rules and regulations to enable effective undertaking of the role. • Customer Care – to promote and maintain courteous relationships, ensuring mutual respect with colleagues and other persons in order to promote core objectives of the 	



Group. Answer the telephone, respond to service desk requests and answer emails, acting as a key point of contact to customers of the MIS department

- **Team work** – actively participate as a full member of the MIS team, working closely with colleagues, managing workloads and attending all team meetings as determined by your line manager

Please Note

This job description reflects the principle accountabilities of the post and identifies the level of responsibility at which the postholder will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out after consultation with the postholder.

OTHER

- Maintain excellent standards of customer care and provide a flexible and responsive service to all users.
- Contribute to the development of the Group’s Strategic Aims, Objectives and Values
- Perform duties to a high standard and to ensure that quality assurance and improvement processes are implemented successfully across the College, particularly those relating to own role
- Promote and consistently exemplify behaviours in line with IEG Core Values
- The postholder will be required to encompass the use of Information and Learning Technology (ILT) as appropriate to his/her level of responsibility
- Deliver, promote and support good practice in relation to equality, diversity and inclusion, and compliance with the IEG policies and procedures
- Commit to and uphold the Group’s Environmental Policies and aspirations for sustainable learning provision
- Commitment to safeguarding and taking a shared responsibility to promote the welfare and a safe environment for children, young people and vulnerable adults learning within the Group
- Promote and consistently exemplify behaviours in line with IEG Core Values
- Undertake continuing professional development as appropriate. Take a full part in the College staff development programme including the appraisal and service level agreement process
- The post holder will normally be expected to use their knowledge, skills and experience to deal with work problems, prioritise their workload and take decisions commensurate with their post and its level of responsibility
- To carry out such duties as may be determined from time to time within the general scope of the post.

TERMS AND CONDITIONS

Contract	Permanent
Pension	Local Government Pension Scheme
Holiday	30 days per year, plus bank holidays and discretionary days.
Probation	New appointees to the College are subject to a 6 months' probationary period.
Disclosure	All employment offers are subject to a satisfactory fully-funded enhanced DBS check.
Working Arrangements	Normal working hours of 8.30am to 5pm Monday to Thursday, 8.30am to 4.30pm Friday

APPLICATION PROCESS

Applicants should submit a CV and covering letter detailing how they meet the essential and desirable criteria of the role to hr@ieg.ac.uk

Closing Date	31 May 2022
Interview Date	TBC

PERSON SPECIFICATION
Data Management Administrator

Criteria	Essential or Desirable		Assessment Method			
			A	I	T	R
QUALIFICATIONS						
Minimum of Level 2 Literacy and Numeracy (GCSE English Language and Maths (Grade C/4 or above) or other Level 2 equivalent qualifications)	E		✓			
ECDL/ITQ or other relevant IT Level 2 qualification	E		✓			
EXPERIENCE						
Previous experience of working in a data role	E		✓	✓		
Previous administration experience	E		✓	✓		
Communicating to all levels of individuals about processes	E		✓	✓		
Working with an FE environment (including contact with learners)		D	✓	✓		
Handling confidential information	E		✓	✓		
Experience of giving proactive, customer facing service	E		✓	✓		
Working successfully as part of a team	E		✓	✓		
Working in a busy office environment	E		✓	✓		
KNOWLEDGE						
IT skills in MS Office including Word, Excel and Outlook	E		✓	✓	✓	
KEY SKILLS						
Excellent communication skills and interpersonal skills with the ability to communicate across a range of methods – telephone, written and verbal with the ability to communicate effectively with internal and external contacts	E			✓		
Ability to work independently with good organisational skills	E			✓		
Ability to work flexibly, prioritise tasks in accordance with importance vs urgency and to switch tasks at short notice Efficient and accurate data entry skills	E			✓	✓	
Efficient and accurate data entry skills	E			✓		
Effective team working skills with the ability to develop and maintain good working relationships with all staff	E			✓		
Analytical and methodical approach to problem solving	E			✓		
Ability to work quickly and accurately under pressure, delivering to tight deadlines	E			✓		
The ability to work well as part of a team and independently	E			✓		
Ability to deal with confidential and sensitive information with discretion; process data in accordance with data protection laws	E			✓		
OTHER						
Awareness of and commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults	E			✓		
Commitment to equality of opportunity and the principles of inclusive learning and the ability to promote it in all aspects across IEG	E			✓		
Evidence of a personal commitment to continuous professional development and training	E			✓		
Commitment to the IEG's core values	E			✓		
Awareness of Health & Safety, wellbeing and environmental issues	E			✓		

Flexible approach to working practices	E			✓		✓
Professional appearance and behaviour at all times	E			✓		✓
Good previous attendance record	E			✓		✓
Satisfactory enhanced DBS check + barred list for regulated roles	E	Pre-employment check				

Assessment Criteria: A = Application, I = Interview, T = Test, R = References