JOB DESCRIPTION

POST:	**MIS Data Manager**
RESPONSIBLE TO:	**Director of MIS & Planning**
JOB PURPOSE:	Management of data processes that support the learner journey, from initial enquiry through enrolment and timetabling.
	Delivering excellent customer service to our internal and external stakeholders.
	Drive process change for efficient use of data management tools and the Management Information Systems.
	Analyse, monitor and validate learner data to ensure accurate data processing, including regularly interpreting data validation reports, in line with deadlines.
	Maintain the quality of the data processed by the team.

SPECIFIC DUTIES:

1. Management of the flow of data in relation to the learner journey; Ensuring accurate advice and guidance is given throughout initial enquiry, smooth operation of admissions, accurate enrolment processing, learner-friendly course set up and timetabling, and timely actioning of learner outcomes.

2. Direct the processing of learner data by your team, to ensure student record systems (ProSolution) and other external data management systems are kept up to date in a timely manner. Review current processes and work with cross-functional colleagues to further develop processes to efficiently capture changes in learner records and create strategies to improve the quality of data held.

3. Proactively lead in large scale enrolment events that take place across all three campuses for an intense period between exam results and the start of term. Co-ordinate staffing and resources and monitor data quality and delivery of high customer service.

4. Take a directive lead in innovating the use of systems to support the processing of accurate data. This may include working across college to identify areas for improvement, proactively searching for tools to support the needs of the college, writing business cases to request funds for new tools, presenting and/or training colleagues on changes to ways of working. You must be a proactive and innovative problem solver and with excellent written and verbal

MINDFUL EMPLOYER

Aylesbury Campus, Oxford Road, Aylesbury, Bucks, HP21 8PD
Amersham Campus, Stanley Hill, Amersham, Bucks, HP7 9HN
Wycombe Campus, Spring Lane, Flackwell Heath, High Wycombe,
Bucks, HP10 9HE

disability confident EMPLOYER

communication.

5. Maintain awareness of the current course and learner funding regulations and train your team on the impact of any changes that may affect the advice and guidance given to applicant learners. Update college policies and procedures to reflect evolving regulatory requirements.

6. Build strong relationships with the College's subcontracting partners to ensure their data quality is maintained, including sharing best practice and ensuring their adherence to the college's policies and deadlines.

7. Have excellent attention to detail and interpersonal skills and strive to provide a comprehensive and customer focused service for internal and external clients in relation to learner data.

8. Analyse and interpret large volumes of student data to produce insights on college activities such as the success of student recruitment campaigns, forecasting enrolment numbers, or identifying errors in data processing. Provide ad-hoc reports as required to support the wider college, including the College Leadership Team.
9. Manage performance across the team, source or provide training to develop your team members.

10. Liaise with external bodies and agencies regarding the management of college data.

11. Work flexibly and support the college with College-wide events, which may take place outside of usual working hours e.g. Open Events, Enrolling Events and Exams.

GENERAL DUTIES

1. Actively promote and market the College and present a positive image of the College and its activities both within and outside the College environment.

2. Ensure the quality standards and performance measures applying to the work of the section are met and facilitate continuous improvements in all aspects of the post.

3. Undergo any self-development and training as necessary for success in the role.

4. Carry out any duties at all times in accordance with the College's policies including Equality and Diversity and Health and Safety Policies.

5. Incorporate into the role the philosophy, values and behaviour stated in the College mission and Strategic plan.

6. Be aware of and maintain within the College the College's approach to security and discipline.

7. Undertake any other responsibilities commensurate with the grade of the post, which the Principal or their senior management representative may from time to time require.

8. The post will be based at one of the College campuses, but the duties of the job will require the post holder to work at any College campus or other location connected with the work of the College. Travel between the College main campuses will form a requisite part of this post

CONDITIONS OF SERVICE: Management Contract

LOCATION: Primarily Aylesbury Campus, with frequent travel to Wycombe and Amersham campuses

STAFF SUPERVISED: **Admissions Customer Service Advisors x4**
Data Administrators x3
Timetables & Registers Officers x2
Casual Enrolment Temps (summer period)

This job description is a guide to the work that you will initially be required to undertake. It may be changed from time to time, in consultation with you, to meet changing circumstances. It does not form part of your contract of employment.

April 2024

PERSON SPECIFICATION

SECTION: MIS

POST TITLE: **MIS Data Manager**

		E	D
Education/ Qualification	Hold an IT qualification at least to Level 3 or have significant	√	
	IT experience including databases, Excel, Word, Teams	√	
Knowledge	Knowledge of Management Information Systems and data management	√	
	Comprehensive understanding of FE funding		√
	Knowledge of ESFA funding rules and regulations		√
	Ability to prepare and interpret data reports	√	
	General knowledge of office procedures and administration systems	√	
	Good knowledge of customer service strategies	√	
	Knowledge of GDPR	√	
	Safeguarding Children and Young People (every Child Matters) and Vulnerable Adults	√ √	
Experience	IT proficiency to a high level	√	
	MIS within Further Education	√	
	Data management experience	√	
	Experience of working with databases	√	
	Management of teams including performance management	√	
	Working to tight deadlines and targets	√	
	Preparation of analytical reports on a variety of information	√	
	Administration experience	√	
Skills	Computer literate, including proficiency in the use of Microsoft products (Word, Teams, Excel, PowerPoint)	√ √	
	At least an intermediate skill level of Excel	√	
	Ability to collect and record data, showing a high level of attention to detail	√	
	Excellent written and verbal communication skills	√	
	Be able to present complex information clearly, including ability to deliver training	√	
	Deliver outstanding customer care to all types of customers	√	
	High level of numeracy skills	√	
	Ability to problem solve	√	
	Methodical and organised approach to work	√	

		√	
Other Specific Qualities	Able to work flexibly under pressure and to tight deadlines	√	
	Ability to be innovative and creative	√	
	Proactive approach to work	√	
	Willingness to learn new skills	√	
	Ability to maintain confidentiality (data protection)	√	
	Demonstrable commitment to Equality & Diversity, Child Protection, Safeguarding and Prevent showing a desire to challenge inequality & promote diversity and adhere to College Policies and Procedures	√	
	Understanding of the importance of teamwork and commitment to work effectively within the team	√	
Personality/ Motivation	Proactive with a good level of self motivation	√	
	Excellent interpersonal skills	√	
	Enthusiasm and commitment to achieve continuous improvement	√	
	Team player	√	
Circumstances	Able to work additional hours, as necessary, to support college-wide activities	√	
Other	Enhanced DBS (Disclosure & Barring Service) check will be required	√	

E – Essential   D - Desirable