Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Widening Participation Data and Impact Coordinator

Department/Division: Widening Participation – Academic Registrar's Division
Accountable to: Deputy Head of Widening Participation

Job Summary

Based within the LSE Widening Participation (WP) Team and reporting to the Deputy Head of WP, the post holder will play a key role in ensuring all the team's strategic policies and operational practices are continually evidence-informed and deliver on priorities to widen access to LSE, as detailed in the LSE's Access and Participation Plan and within the School's strategy, LSE 2030.

They will work with WP practitioners and external evaluators to collate and analyse data, maintain a wide range of data-related processes at an operational and strategic level and ensure effective and appropriate evaluation takes place of all WP programmes.

The main duties of the post include:

- Developing and implementing effective processes for the collection, collation, use and quality assurance of WP programme data collected during programme delivery.
- Ensuring that data held by the WP team is compliant with the Data Protection Act 2018 and relevant LSE policies.
- Managing the WP team's data storage and tracking software, including, but not limited to, Qualtrics survey software, LastPass, Salesforce CRM system, SITS and the Higher Education Access Tracker (HEAT);
- Developing and leading on a set of 'standard operating procedures' for various data management tasks in the team and supporting colleagues to ensure effective data management;
- Leading on the effective processing and basic analysis of a range of data, and making it available to colleagues and external evaluators for ongoing monitoring and evaluation;
- Working with colleagues to ensure that processes for tracking the educational outcomes of WP programme participants are in place and can be used for operational and strategic monitoring and evaluation activity, e.g. by facilitating data matching activities through HEAT and with the LSE undergraduate admissions team;
- Working with colleagues in the ARD Systems team, developing and implementing procedures for processing and uploading administrative datasets from external sources such as HEAT, UCAS, JISC and the Department for Education into School systems, such as Salesforce and SITS;
- Making sure that data that is needed to deliver effective targeting and selection of WP programme participants is available and up-to-date and supporting colleagues to use it effectively.

Duties and Responsibilities

Communication
- Effectively communicate data processes to a wide range of colleagues, including ensuring compliance with the Data Protection Act 2018 and internal data management policies
- Effectively disseminate information about the impact of the team's WP programmes, working with colleagues in the team to develop standardised report templates and contribute to team-wide reports as appropriate
- Report (orally and in writing) to the Deputy Head of WP on progress within designated tasks and responsibilities

Teamwork and motivation
- Liaise with the WP Officers to identify and agree regular deadlines and requirements for participant data collection, collation and use
- Maintain awareness of monitoring, evaluation and research activities elsewhere in LSE to ensure WP priorities are considered in such activities.
- Provide high-level administrative support to the Head and Deputy Head of Widening Participation in relation to the team's overall monitoring and evaluation strategy and strategic data needs
- Provide administrative support to WP Officers and WP Coordinators to support aspects of programme monitoring and evaluation

Service Delivery
- Work with colleagues in ARD Systems, Planning Division, UG admissions and external suppliers to ensure the WP team has access to the data it needs and is fully compliant with LSE policies.
- Contribute to data dictionaries to document the location of data in university databases and specific processes involved in the extraction of this data
- Create, maintain and update standard operating procedures to document data related processes in the WP team
- Conduct longitudinal tracking of project participants, using databases such as the Higher Education Access Tracker (HEAT) to upload participant data and download/analyse it where available
- Schedule and implement bulk data uploads into various data storage systems as needed
- Work with colleagues in ARD Systems to specify and design and review Salesforce reports required to meet the operational needs of the WP team
- Maintain accurate and replicable records of data extraction, processing, and analysis

Liaison and networking
- Maintain an interest/presence on issues around data protection, WP research and evaluation and the wider higher education data landscape and act as the liaison point between the team and LSE's Data Protection Officer
- Keep up to date with internal and external developments around data protection and processing, WP monitoring, evaluation and research and the wider HE landscape, sharing knowledge/expertise where needed
- Manage relationships with stakeholders who support the team's monitoring and evaluation work, for example, software suppliers, suppliers of data, external evaluators, collaborative networks etc, ensuring their products/services meet internal needs and advise the WP team on processes to use these systems.
- Attend external meetings and network groups relevant to the role e.g., AccessHE Research and Evidence Forum, HEAT user forums, NERUPI meetings

Planning and organising resources

- Maintain an overview of progress against all data-related tasks in the team, reporting on this regularly to the Deputy Head of WP
- Plan own workload to ensure support can be provided to WP Officers and Coordinators at the appropriate time to support programme monitoring and evaluation
- Contribute to and deliver on tasks allocated to the role in the APP annual monitoring and evaluation calendar

Initiative and problem solving
- Identify and resolve day-to-day issues which arise in the planning and delivery of data management activities
- Contribute data-related risks to the WP risk register, identifying mitigations and escalations as needed
- Suggest opportunities to improve systems for processing, managing and analysing data within the WP team and implement, where possible
- Produce bespoke data extracts and undertake analysis as requested by the Head or Deputy Head of WP

Investigation, analysis and research
- Provide data and analysis to support the completion of LSE's internal and external reporting on WP activities, for example management information for the School Management Committee, reporting on LSE2030 and on the Access workstream of the APP
- Perform basic analyses of WP programme monitoring and evaluation data to share within the team and produce reports on these
- Support evaluators to collect qualitative and quantitative data, for example arranging focus groups, interviews etc where necessary

Knowledge and experience
- Knowledge of UK education and current issues in widening participation
- Knowledge of how data can be used to measure impact of activities/ programmes and to inform and support evidence-based decision-making
- Experience of working with large datasets using different software packages

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.