THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

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: Student Statutory Returns Manager

Department/Division: Academic Registrar's Division (ARD)
Accountable to: Head of Enterprise CRM & SRS

Job Summary

The postholder is responsible for the production of the HESA Student (Data Futures), Aggregate Offshore, Discover Uni and Graduate Outcomes returns, and for monitoring data quality in the School's enterprise CRM, Salesforce, and the School's Student Records System (SITS) for data used by those returns. They line manage a Management Information Officer responsible for undertaking many of the tasks to produce the returns, and the production of management information.

Based in the Academic Registrar's Division Business Led Technology Team, the role will focus on the production and quality of key statutory returns and will work on the ongoing process of delivering the requirements of the HESA Student Data Futures programme to ensure the School can produce the Student return as efficiently as possible as it continues to evolve; and embedding data quality processes with data owners across the School with a view to promoting and giving confidence in the strategic use of this data.

Much of the work will be analytical in nature and involve understanding, mapping and maintaining the LSE's end to end student data model and associated translation and calculation processes across SITS and Salesforce, creating SITS and Salesforce reports and dashboards for data quality reporting, working with Planning colleagues to ensure reconciliations are accurate alongside dashboards for visualising trends, and using SQL to enhance that work. The postholder is expected to become an expert in the full student data lifecycle with respect to the data required for the returns and have a thorough understanding of the processes that derive that data. The role will involve keeping pace with changes to the statutory returns and specifying changes to systems accordingly and also changes to ensure data quality improvements are realised where required, working closely with the team's project managers, business analysts, developers and various process owners across the School, as required.

The postholder will work closely with the developers and support officers in the team, and colleagues across the School, particularly in ARD, Recruitment and Admissions Division, Data and Technology Services, Finance and Planning.

Duties and Responsibilities

1. To provide statutory return and data quality expertise across the systems and data within the remit of the team with respect to statutory returns data, and support key strategic aims as described in the purpose of the role and the following duties and responsibilities.

2. To be a lead member of the ARD Systems team, with responsibility for the delivery of the Division's statutory returns and data quality to support and enhance key functions of the School, by:
   - Being the ARD technical lead for the HESA Student, Aggregate Offshore, Graduate Outcomes and Discover Uni returns and for associated data quality across SITS and Salesforce;
   - Identifying appropriate methods of investigation and/or analysis according to data quality objectives;
   - Managing the collation and preparation of data for internal and external publication and presenting key findings to internal and external audiences;
   - Communicating with stakeholders, including conveying highly technical analysis, often to a non-specialist audience;
   - Maintaining a statutory returns data model and data catalogue as part of a wider student data model;
   - Following established processes to develop, implement and test new developments regarding statutory returns and data quality;
   - Liaising with colleagues within ARD, Recruitment and Admissions Division (RAD), Data Technology Services (DTS), Planning and across the School to ensure a joined up approach to ensuring data quality and assuring the quality of LSE student data returns.

3. To develop data quality management information reports by:
   - Liaising with colleagues across the School to gather requirements for standard statutory returns reports and translate them into detailed specifications;
   - Managing the delivery of standard reports and dashboards using School reporting and dashboard tools;
   - Advising and assisting users in the School to use the appropriate end user tool to meet their reporting needs;
   - Taking responsibility for and managing the appropriate and timely response to complicated ad hoc student HESA related requests, including Freedom of Information requests;
   - Taking responsibility for the creation of reports and dashboards to aid continuous data quality checking and remediation for statutory returns data;
   - Writing ad hoc SQL and SOQL queries to test data quality and system developments.

4. To develop an expert knowledge of the School's business processes covered by the team where they relate to statutory data, and be the lead technical data quality expert for the following areas of activity:
   - Student (Data Futures)
   - Discover Uni return;
   - Graduate Outcomes;
   - The multitude of business processes that create, update and delete data required for student statutory returns.

5. To assist colleagues in reviewing and improving their statutory data quality processes by:

- Establishing and maintaining effective working relationships with business process owners and users;
- Contributing to discussions on best practices for data quality, utilizing an expert knowledge of tools, and methods of analysis and dissemination;
- Documenting data models, and mapping data flows to support timely and accurate data quality;
- Recommending changes to business processes to improve data quality or efficiency;
- Being a member of School and national groups as relate to the role.

6. To take part in the project management of improvements and upgrades to systems with a focus on data quality, using PRINCE2 and Agile methodologies, including the maintenance of relevant project documentation.

7. To take part in the planning, organisation, testing and application of system hotfixes and the upgrades that impact on statutory data quality and statutory reporting.

8. To take the lead in fulfilling the LSE's statutory reporting requirements for ARD data by leading the annual projects for delivering these returns, by line managing the MI Officer responsible for tasks to produce the returns, by undertaking tasks to complete the returns amidst others in the team, Division and School, and by being technical lead for changes to systems to meet new requirements.

9. To take a lead role in the evolution of the Student HESA return under the Data Futures programme, directing the internal activity to deliver high quality and timely data for HESA and related data.

10. To provide effective business process and second line technical support to system users with regard to statutory data quality and statutory returns reporting by:
    - Taking ownership of escalated helpcalls using the Salesforce ServiceDesk;
    - Ascertaining the priority of issues in conjunction with the business need;
    - Helping to solve users' problems directly, and liaising with software suppliers where necessary;
    - Liaising with DTS regarding the resolution of problems (particularly regarding integrations) and to prevent them recurring;
    - Ensuring problems do not recur by identifying and implementing sustainable solutions.

11. To provide training and development for new and existing staff with regards to statutory data, processes and reporting, by:
    - Writing and maintaining procedural documents and training manuals to ensure that users are able to use data quality reporting and statutory return tools effectively in their role;
    - Developing and delivering training sessions for the team and users of new developments;
    - Managing and communicating changes in requirements and processes;
    - Emphasising the importance of accuracy and completeness for data quality;
    - Maintaining the team Sharepoint pages which are used for documenting technical and process guides.

12. To contribute to the cyclical maintenance of the base data and system configurations that combine to ensure processes are effective, for example by maintaining coding structures; system parameters, online and client configurations; and user access and role groups relevant to the remit of the role.

13. To represent LSE at meetings and seminars at local, regional, national and international events, and take part in online forums as appropriate to keep up to date with sector, other HEIs' and system developments.

14. To carry out any other tasks requested appropriate to the grade of the post and its purpose.

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.

Free Speech
The Code of Practice on Free Speech outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.