



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Student Statutory Returns Manager	Ref no.:
Department/Division: Academic Registrar's Division	
Accountable to: Head of Enterprise CRM & SRS	

Competency	Evidence	E/D
Knowledge and Experience	Extensive experience of the production and analysis of complex management information and data sets.	E
	Strong experience of the use of complex databases, data quality processes, and data translation for reporting.	E
	Knowledge of the manner in which universities store and use complex data to support student administration and meet their aims and objectives.	E
	Experience in providing business system support and/or training.	E
	Experience in writing documentation including technical documentation and user guides.	E
	Awareness of Project Management and Business Analysis techniques (PRINCE2, Agile and Business Process and data model diagramming).	E
	Experience with enterprise reporting tools producing complex reports about student or other university data.	E
	Experience of writing SQL to produce complex reports	D
	Experience of dashboarding tools	D
	Experience of Salesforce	D
	Experience of the SITS student records system.	D
Experience of the Student HESA return.	D	
Experience of conducting quantitative and qualitative data gathering and analysis using relevant methods and software packages e.g. SPSS, NVIVO etc...	D	



Communication	Ability to convey in both written and oral form technical and complex information in a clear and effective manner to staff at all levels with varying degrees of interest and skills, including to non-technical colleagues.	E
	Willingness and ability to develop the skills and capabilities of staff.	E
	Excellent interpersonal skills.	E
Service Delivery	Experience in providing a high-quality customer-focused service, to escalate and follow-up unresolved problems as required.	E
	Ability to work to defined service levels, to communicate project progress and escalate issues appropriately	E
Planning and Organisation	Excellent organisational skills, including the ability to plan and prioritise a varied workload to meet deadlines in an efficient and effective manner and be self-motivated.	E
	Ability to manage own workload, and communicate potential conflicts to line managers.	E
	Strategic planner and thinker able to plan, manage and execute sustainable solutions.	E
Initiative and problem solving	Ability to make constructive recommendations and devise creative solutions and resolve problems in a timely, effective and efficient manner.	E
	A heightened attention to detail.	E
Liaising and Networking	Ability to develop a good working relationship with customer department and key stakeholders on a formal and informal level.	E
	Ability to establish good working relationship with external suppliers and statutory customers, including representing the team, the division and the School at departmental meetings, local and national user groups and other fora.	E

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.