

JOB DESCRIPTION

Job Title:	Data and Systems Officer	Grade:	SG6
Department:	Employability and Apprenticeships	Date of Job Evaluation:	
Role reports to:	Employability Centre Manager		
Direct Reports	n/a		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE:

As part of the new Strategic plan, the University of Greenwich intends to elevate its employability support for students, alumni, and employers, as well as growing and enhancing its apprenticeship provision. The university already has a long-held commitment to employment focussed degrees, and this department will play an essential part in ensuring the university is a sector leader in its relationships with employers and partners and is recognised as providing students with outstanding employability support.

This role will support and develop the Service's systems and platforms for the successful delivery of our employability offering. The post holder will also be responsible for the delivery of Service data, coordinating engagement and modelling impact.

KEY ACCOUNTABILITIES:

Team Specific:

- Act as system administrator for the Career Services Management System (CSMS) and related third-party systems, and perform administrative tasks and troubleshooting on issues with the platform
- Increase the utilisation of the CSMS - develop workflows to support business processes, extract engagement data, produce tailored reports and respond to colleagues' information requests.

- Coordinate the efficient planning and delivery of new system updates and modifications, including conducting research to identify opportunities to leverage new functionality within the system.
- Provide support and training to Employability and wider colleagues on an ongoing basis to best utilise the system, implementing “how to” guides, resolving issues and interfacing with IT and external support as required
- Liaise with the University’s central IT service in relation to integration with other systems, and ensure solutions are provided in a timely manner
- Liaise with external suppliers when required and within agreed escalation protocols; monitoring responses and mitigation strategies
- Support the collection of careers registration data and produce tailored reports to Employability colleagues.
- Liaise with central Planning and Statistics teams to analyse Graduate Outcomes data, supporting summary reports and detailed analysis of results.

Generic:

- All the members of the Service are expected to work as a team and to assist with other duties which are commensurate with the grade as required by the line manager or Head of Department
- As a member of the Association of Graduate Careers Advisory Services (AGCAS), the Institute of Student Employers (ISE) and ASET, participate in meetings, events, training and projects appropriate to the role.

Core Requirements:

- Adhere to and promote the University’s policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university’s Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible

Additional Requirements:

- To travel to all campuses and sites of the University as and when required

KEY RELATIONSHIPS (Internal & External):

The following list is not exhaustive, but the post holder will be required to liaise with:

- Academic colleagues
- Professional Services colleagues

- Students' Union
- External networks and contacts

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of using a Career Service Management System (CSMS) or Client Relationship Management (CRM) database • An understanding of the graduate recruitment / early careers landscape • Experience of developing and nurturing effective • relationships and networks and to influence stakeholder internally and externally <p>Skills</p> <ul style="list-style-type: none"> • Proven analytical and problems solving capacity • Demonstrable IT skills, data management and reporting using MS Office applications and Management Information Software • Ability to work effectively independently and as part of a team • Ability to develop and deliver collaborative projects with employer and academic colleagues • Proven attention to detail and the ability to problem-solve creatively • Ability to use qualitative and quantitative information to critically evaluate, demonstrate and improve the effectiveness of activities • Ability to communicate clearly and appropriately with a range of audiences in a variety of different situations • Excellent planning and organisation skills with the ability to manage multiple projects simultaneously • Ability to manage time effectively to meet a deadline <p>Qualifications</p>	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a Higher Education or a similar relevant context (e.g. HR, recruitment, teaching, public sector) • Experience of training system users <p>Skills</p> <ul style="list-style-type: none"> • Knowledge of data protection and GDPR

- Educated to degree level or equivalent

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful