

Post Details		Last Updated: 25 February 2025	
Administrative/Service Department	Chief Student Officer Directorate		
Job Title	HESA Data Futures Manager		
Job Family	Professional Services	Job Level	5
Responsible to	Associate Director, Student and Academic Administration		
Responsible for (Staff)	None		
<u>Job Purpose Statement</u>			
<p>This is a 12-month post to manage the implementation of HESA Data Futures at Surrey. To ensure the University is fully compliant from a data, process and system perspective. The post holder will be the lead person for HESA Data Futures within the Student Data team and will manage the co-ordination of activities, as part of the wider project team, supporting organisational and process changes required in the University for a successful completion of the Data Futures project.</p> <p>The Post holder will support the Head of Student Records, Fees, Data & Scheduling, and work closely with the Student Data team, in driving forward change in culture within functional areas, pertaining to data and related processes, and adopting a right first-time approach. The majority of the work will require forward planning and will involve frequent interactions with colleagues where initiative to resolve problems and queries will be required.</p> <p>The Student Data team provides expertise and analysis in the identification of business and data definitions, data and process development requirements, and for which the post holder will play a major role in the management of change needed for HESA Data Futures.</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
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All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The post holder will work proactively to prepare the University for the change to a HESA Data Futures return, this will include engaging relevant internal stakeholders in the management of data for the Data Futures return and in providing advice and guidance to ensure timely and accurate data submissions in accordance with HESA and OfS guidance.
- They will carry out much of their activities with limited daily guidance from their line manager, and as such they will have some latitude within their daily work routine to organise and prioritise their own work to ensure that key deadlines and objectives are met.
- It is critical that the post holder demonstrates initiative and flexibility in the arrangement of their work priorities; this will include successfully managing any conflicting demands, possessing an awareness of the options available and being able to make effective and appropriate decisions. Communications skills are essential.

Problem Solving and Decision Making

- The post holder will be expected to work within guidance provided, and requires a confident, thorough and self-motivated person who is technically able and who has an eye for detail. They must use their own initiative and judgment in dealing with problems and they must identify the nature of problems through analysis, resolving them with limited guidance. They will be presented with a variety of situations, administrative or student focused in nature, where the most appropriate course of action(s) will be a matter of choice, influenced by prior exposure or experience. More complex problems may be referred to the Head of Student Records & Data for resolution.
- Working as part of a HESA Data Futures project team, the post holder must prioritise and manage their workload to ensure key project deadlines and objectives are met. They will regularly encounter changing priorities and differing situations which will require proactive management. They will successfully manage conflicting demands and have an awareness of the options available to them to make effective decisions, referring to the Head of Student Records & Data when appropriate.
- The post holder is expected to identify key details of the HESA Data Futures return and implement these as part of the project. The post holder is required to possess a detailed operational knowledge and understanding of the SITS system particularly in relation to HESA statutory returns, and particularly for the HESA Student/Data Futures returns processing area of the system.
- They must ensure that our HESA Data Futures return processes comply with relevant validation rules and OfS policy guidance and ensure that the returns produced are as accurate as possible. All aspects of the role require very high levels of accuracy and attention to detail.
- The post holder will use their knowledge of reporting skills to build reporting solutions, manipulate large and complex data sets and model student data to ensure the accuracy and relevance of our reporting.
- Due to the wide range of data, they are required to report on they will be able to understand and interpret all the business processes that affect the Student Record in the SITS system, and they will have a comprehensive knowledge of the student and academic business model. Post holders will be expected to use these skills and to be able to exercise initiative and judgement in performing their duties.
- They will document systems and processes developed for HESA Data Futures and hand back to business-as-usual once the project is completed.

Accountability

- This post does not hold any supervisory or budgetary responsibilities, although the post holder will act as a point of contact and provide information for other staff members from all areas in the University.

<ul style="list-style-type: none"> The post holder will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality. The post holder will be part of the team accountable for the statutory return and answering data quality queries as directed by the regulator. 		
<u>Dimensions of the role</u> <ul style="list-style-type: none"> The post holder will be expected to provide advice and guidance to colleagues in the Academic Registry and across the University in relation to HESA Data Futures and data quality issues. 		
<u>Supplementary Information</u> <ul style="list-style-type: none"> In performing their duties, the post holder must be aware and compliant with university regulations and show excellent attention to detail in maintaining/updating information in SITS. They are responsible for ensuring accurate records are maintained which will be used in statutory returns (e.g. HESA) and in the University's internal Planning and reporting processes. 		
Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships		
Professionally qualified with a relevant degree/postgraduate qualification, plus broad demonstrable management experience in similar or related roles Or: Substantial vocational and relevant management experience demonstrating management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge.		E
Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Good understanding of the UK Higher Education sector and larger national policy environment	E	3
Advanced IT skills, including experience in the production, interpretation and reporting of statistical data.	E	3
Familiarity with uses databases for reporting, SQL and Business Intelligence software (e.g. PowerBI)	E	2
Ability to maintain accurate records with excellent attention to detail	E	2
Experience of Student Record Systems (e.g. SITS), or another student records system, for student and programme administration, with particular emphasis on data integrity and analysis.	E	2
Experience of working in a Higher Education environment, including working on University statutory returns to HESA and the OfS.	E	3
Awareness of the requirements of data protection legislation and confidentiality policies	E	2
Special Requirements:		Essential/ Desirable
Willingness to work additional hours when and if required Annual leave may be restricted at key times during the year		
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Problem Solving and Decision-Making Skills		3
Managing and Developing Performance		3
Creative and Analytical Thinking		3
Influencing, Persuasion and Negotiation Skills		3

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out other duties in keeping with the nature of the post as directed by, and agreed with, the Academic Registrar. This could include undertaking relevant training where necessary. Should significant change to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

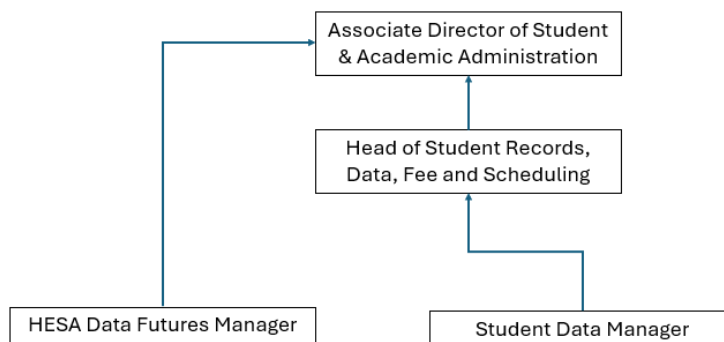
Background Information

Data Futures is a sector-wide transformation programme, led by HESA, with Jisc as the technical delivery partner that has been ongoing in the sector since August 2022. This is a major national project, with extremely complex implementation affecting multiple stakeholders across the HE Sector. Higher Education providers have had to make major changes to business-critical Student Records, IT Systems, business processes and workflows to meet new and still evolving requirements set by HESA on behalf of their statutory customers, which includes the Office for Students.

The University of Surrey's HESA Data Futures work has been ongoing for 2 years. We secured funding from the Capital Resource Planning Committee in January 2024 to continue our work in ensuring we are ready for the in-year submissions.

This project requires development in SITS and developments to stakeholder processes in order to utilise the Tribal HESA Data Futures Model to ensure we submit a timely and accurate return. The impact of a timely and accurate return directly effects graduate outcome data, NSS data and reduces the risk of an audit.

Department Structure Chart



Relationships

Internal

- All CSO departments
- Strategic Planning

External

- Office of Students
- JISC
- Tribal