

| <b>Post Details</b>                              |  | <b>Last Updated:</b> November 2025 |   |  |  |
|--|--|------------------------------------|---|--|--|
| <b>Faculty/Administrative/Service Department</b> | Doctoral College                               |                                    |   |  |  |
| <b>Job Title</b>                                 | Information and Data Coordinator               |                                    |   |  |  |
| <b>Job Family</b>                                | Professional Services                          | <b>Job Level</b>                   | 3 |  |  |
| <b>Responsible to</b>                            | Doctoral College PGR Systems Lifecycle Manager |                                    |   |  |  |
| <b>Responsible for (Staff)</b>                   | n/a  |                                    |   |  |  |

### **Job Purpose Statement**

The Doctoral College Information and Data Co-ordinator role holder will develop and maintain information systems for the Doctoral College and wider University community. There will also be the requirement for some levels of data analysis and reporting. The post holder is expected to actively contribute to the quality and continuity of Postgraduate Researcher Lifecycle services. They will deliver high quality support, deal with periodic and ad-hoc information requests, extract and manipulate data from systems for reporting purposes and take a leading role in ensuring that the stakeholders have access to information on all aspects of the PGR Lifecycle via intuitive user interfaces.

**Key Responsibilities** 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)

1. Liaise with users regarding studentship data and resolve more complex cases for the Studentship Approval Recording tool (StART), to include date checking and data inputting as appropriate.
2. Establish and maintain comprehensive and intuitive information resources providing details of all aspects of the PGR lifecycle for end users including, but not limited to, PGRs, supervisors and colleagues in Professional Services using platforms such as MySurrey Research, SharePoint and SurreyLearn
3. Support the PGR Systems Lifecycle Manager in continuous improvement projects by extracting and analysing data to identify limitations of current systems, helping to develop solutions and determining the impact of changes made.
4. Produce periodic and ad hoc detailed statistical reports, management information and analysis as required, to support the PGR Lifecycle. Deliver analytical trend reports for governance reporting and approval as required and or in response to requests from senior management.
5. Develop and update standard operating procedures for information systems, data extraction and analysis.
6. Assist other members of the Doctoral College Team with data extraction and analysis.
7. To regularly review and update content on the Doctoral College webpages and SharePoint, assist with refreshing new materials, and support the creation and distribution of a monthly newsletter
8. Ensure that all information held within Doctoral College systems is legally compliant in accordance with the General Data Protection Regulations.

**N.B. The above list is not exhaustive.**

**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 Organizing**

- The post holder must have a strong attention to detail and accuracy as reporting and the development of reporting form a key aspect of this role. To this end answering ad hoc management information requests and providing monthly, quarterly and annual reports for senior managers is required.
- The post holder is also required to develop and maintain comprehensive information resources for end users. The information provided must be accurate and kept up-to-date. Incorrect, incomplete or out-of-date information could result in delays or errors being made by a wide range of end users.
- The post holder is expected to adopt a methodical approach to their work, planning ahead and using tools and techniques to ensure reports and work outputs are stored in an organized fashion.

**Problem Solving and Decision Making**

- The post holder will be expected to operate with minimum day-to-day supervision within well-defined guidelines. There is scope for the post holder to apply judgement and initiative when managing their workload, including defining their own short-term priorities clearly in terms of work and schedules, to ensure that key deadlines and objectives are met without supervisory approval.
- The post holder is expected to resolve issues based on their previous experience of similar problems or through making reference to well-established policies, processes and procedures and applying them. They may also be expected to use initiative and judgement to address and resolve more complicated problems and issues by making recommendations for resolution to the PGR Lifecycle Systems Manager.

**Continuous Improvement**

- The post holder will have the opportunity to be involved in the development and implementation of improvements to the systems underpinning the PGR lifecycle.
- It is the responsibility of the post holder to present and explain their reports and data analyses to a wide range of audiences. Therefore, the post holder must demonstrate a confident communication style and be responsive to the needs of their audience in order to ensure the professional and effective delivery of information.
- To provide systems support for ad hoc projects which fall within the remit of the PGR Lifecycle Manager

**Accountability**

- The post holder has the freedom to work in a proactive manner and to decide how to achieve the end result, generally based on their own judgment and experience.
- At various levels of the institution, the post holder will be involved in both the pro-active management and reactive support of the PGR Lifecycle Systems. They will have significant involvement in providing user support activity, including user documentation and problem diagnosis and solving. The post holder will be closely supported by the PGR Lifecycle Systems Manager until they develop an appropriate level of specialist expertise that enables them to deal with the majority of these day-to-day problems without the need for reference to others.

**Dimensions of the role**

- The role is not directly responsible for any staff, however due to their specific experience and knowledge, they are required to provide advice, pass on best practice knowledge and offer some training to PGR Lifecycle data system users. The post holder will also liaise with IT staff in scoping and implementing improvements to Doctoral College systems.
- The post holder will work closely with staff within the Doctoral College, Faculties, Strategic Planning, Finance and the IT Services department.
- The post holder will be responsible for providing senior University staff with PGR data analysis, data trends and management reports. Crucially, this responsibility extends beyond report production to include highlighting trends and exceptions and tailoring reports to stakeholder needs.
- The post holder does not have any budgetary responsibility, however, is expected to have an understanding of IT related and systems development costs if required in enhancing the Doctoral College systems.

**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.

| <b>Qualifications and Professional Memberships</b>  |                                 |                      |  |
|---|---------------------------------|----------------------|--|
| HNC, A level, NVQ 3, HND level or equivalent with a minimum of three years' relevant experience.<br>Or:<br>Broad vocational experience acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles. |                                 | E                    |  |
| <b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).  | <b>Essential/<br/>Desirable</b> | <b>Level<br/>1-3</b> |  |
| Knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector awareness and sharing best practice.   | E                               | 2                    |  |
| Strong operational knowledge of information systems as well as relevant software for data analysis and reporting  | E                               | 2                    |  |
| Knowledge and understanding of information resources such as web pages and adapting material to a variety of audiences and channels.  | E                               | 2                    |  |
| Experience of various data storage and data presentation systems as well as experience in producing professional reports. Ability to learn to use new software tools and analytical methods.  | E                               | 2                    |  |
| Strong Excel skills and the ability to manipulate and analyse data  | E                               | 2                    |  |
| <b>Special Requirements:</b>  | <b>Essential/<br/>Desirable</b> |                      |  |
| n/a   |                                 |                      |  |
| <b>Core Competencies</b> This section contains the level of competency required to carry out this role.<br>(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.  | <b>Level<br/>1-3</b>            |                      |  |

|  |   |
|--|---|
| Communication                                  | 2 |
| Adaptability / Flexibility                     | 3 |
| Customer/Client service and support            | 2 |
| Planning and Organising                        | 2 |
| Continuous Improvement                         | 3 |
| Problem Solving and Decision Making Skills     | 2 |
| Creative and Analytical Thinking               | 3 |
| Influencing, Persuasion and Negotiation Skills | 2 |

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

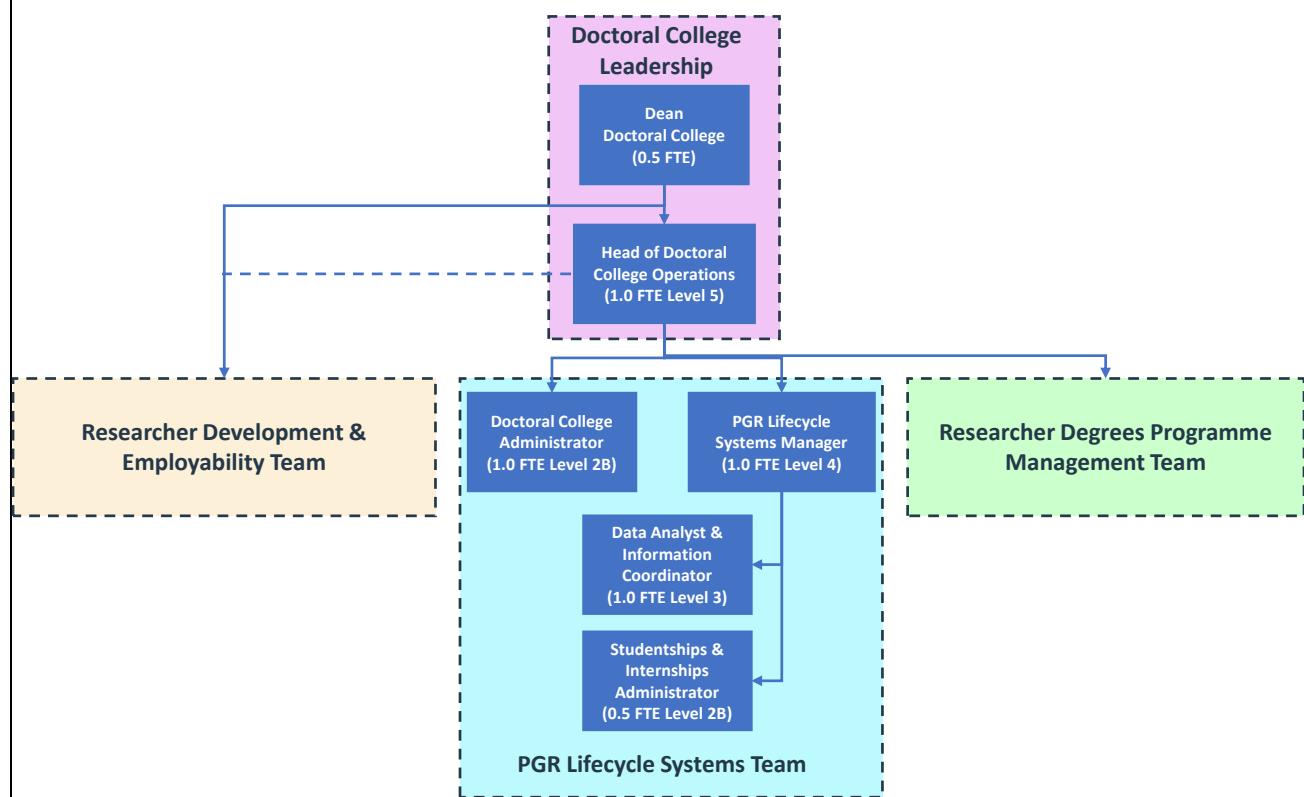
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

### Organisational/Departmental Information & Key Relationships

**Background Information** You should include a short statement on the background of the Faculty and/or the department in which the post holder will be operating. You may also wish to include any other useful information to an applicant e.g. why the project exists, what the strategy of the department is etc.

The Doctoral College is initiating new projects to improve the systems that underpin the PGR Lifecycle to enhance the range of PGR-related data that can be automatically extracted from our systems, the accuracy of those data and the range of analysis that can be performed. This work will continuously improve the efficiency, flexibility and reliability of our information resources and of the support for PGRs, supervisors and senior managers.

### Department Structure Chart



**Relationships****Internal**

- Doctoral College Team
- IT Services Department – liaising on system improvements
- Admissions Department – analyzing PGR admissions process data
- Finance Department – ensuring complete and accurate data capture and analysis.
- Strategic Planning Department – PGR metrics
- Faculties – supporting Associate Deans Doctoral College and other academics

**External**

- HESA – PGR data returns and ad hoc data queries
- Counterparts in other Doctoral Colleges in HE