**Job Description**

**Student Feedback Officer**

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| **School/Directorate** | Vice Chancellor’s Office |
| **Section** | Strategic Planning |
| **Job Title** | Student Feedback Officer |
| **Vacancy No** | SFO |
| **Reports To** |  Planning Manager (Performance and Compliance) |

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| **Principal Accountabilities** |
| An integral member of the Strategic Planning Team, and reporting to the Planning Manager (Performance and Compliance) with a particular responsibility for informing academic enhancements through the effective collation, analysis and reporting of data. Much of the data will come from external sources such as the DLHE and NSS Surveys, as well as our own student evaluation of modules (SEMs) and workload allocation model (WAM) and what is reported as annual programme monitoring report (AMR) data, which together provide information and develop understanding about the “student experience” and inform developments in our own teaching and learning practices. They also have a significant impact upon the University’s reputation and are used to inform the Strategic Framework. There is a need to improve on how we analyse and report on these (for example developing improved “dashboard” capabilities) as well as improving the underlying data capture and assurance processes. |

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| **Key Tasks** |
| Reporting to the Planning Manager (Performance and Compliance), the primary responsibilities of this post will be:1. Provide analysis and reports on large data sets (including but not limited to DLHE, NSS, SEMs) that will be used to inform School and institutional strategies and actions for improving academic performance, as well being used in measuring performance both internally and externally. This includes a particular emphasis on improving analysis, accessibility, presentation and reporting of this data to Schools and senior management (as for example in dashboards) so that it can be used more effectively in supporting academic enhancement.
2. Ensure accuracy of data, including for example accurate recording, coding and entry for example, timeliness in any submissions or participation and providing support to increase levels of participation.
3. Support academics in the development of an evidence-based rationale for new courses, getting IPPFs to the stage where they can be taken to School Boards for example.
4. To support, monitor and actively engage in the on-going curriculum review process and the Strategy for Supporting Student Learning & Achievement. Identifying new sources of data and methods of analysis where appropriate.
5. Have oversight of student surveys, module feedback and other forms of student feedback (eg collating with SU actions/issues raised at Student Voice Forums), to inform academic enhancement, and develop improved data capture, accuracy and reporting (as one of the data sets included in 1 & 2 above). Where necessary this may involve oversight of data collection and input.
6. Develop other forms of student engagement and participation data sources and data capture, working with colleagues in other professional areas and academic schools, in for example attendance/absence/engagement, which can help inform academic enhancement objectives.
7. Provide monitoring, analysis and reports and where required coordinate follow up actions on key academic enhancement projects such as attendance/absence report with programme teams to support retention or in relation to Fee and Access/Widening Access targets.
8. Developing the use of the staff intranet for improved access to Strategic Planning reports and other information.
9. Support the reporting process across a range of Strategic Planning areas, providing additional data analysis as required
10. Provide support to enable the effective and efficient implementation of key SP projects, including the maintenance of systems for the Workload Allocation Model and Qlikview

General responsibilities* Undertake staff development as advised by the Planning Manager (Performance and Compliance) to ensure the skills required for the role are current and up to date
* To undertake other duties as may be required from time to time by the Planning Manager (Performance and Compliance) as commensurate with the level of the post whether or not explicitly included in the current job description. This may on occasions involve deputising at internal or external meetings or events.
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| **General Duties** |
| To act in a professional manner at all times and maintain confidentiality of information. To ensure compliance with the Data Protection Act/Freedom of Information plus any other relevant legislation, maintaining student confidentiality where necessary. Maintain appropriate awareness of and work effectively within the University’s policies and procedures, participating in appropriate processes, i.e. Performance Development Review, continuing professional development.Act in support of the University’s Health, Safety and Environment policy by working safely and following the procedures and codes of practice derived to protect you and others.Willingness to take responsibility where necessary.Perform other duties occasionally which are not included above but will be consistent with the role and grade. |

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| **Review** |
| This is a description of the job at the time of issue. It is the University’s practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.  |

**Person Specification**

**Student Feedback Officer**

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

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| **Selection Criteria** |
| **Attributes** | **Item** | **Relevant Criteria** | **Identification Method** | **Rank** |
| 1 | Skills & Abilities | 1.11.21.31.41.51.61.7 | Excellent analytical, numerical and literacy skills to question and validate data.Organisation and project planning skills with attention to detail, accuracy and a methodical working style and plan to meet internal University and external statutory HESA deadlinesAble to identify possible solutions to problems and to develop plans successfully.High level of attention to detail and accuracyHigh level of reporting skills, presenting complex data in clear waysAbility to build relationships outside of the immediate area (eg across academic Schools) Ability to develop and maintain intranet pages | A/I/TA/I/TA/IA/IA/I/TA/IA/I | EEEEEED |
| 2 | General & Specialist Knowledge | 2.12.22.3 | Detailed and applied knowledge of Excel, eg know how to use pivot tablesKnowledge of the strategic importance of the destination data collection, Student Satisfaction and the resulting Employment PerformanceKnowledge of use of survey tools for improving performance | A/I/TA/IA/I | EDD |
| 3 | Education & Training | 3.1 | Educated to degree level (or equivalent experience). | A | E |
| 4 | Relevant Experience | 4.14.24.3 | Experience of using ICT, and in particular Excel to high levels to manage data sets, present and analyse complex informationExperience within an HE environment would be an advantage, although is not essentialExperience in using surveys to improve performance | A/I/TA/IA/I | EDD |
| 5 | Special Requirements | 5.1 | The ability to travel to events or organisations across the UK on occasion, which may require overnight stays away | I | E |
| **Date of Revision** |  |
| **Key** | **Identification Method** | **A** | Application Form |
| **I** | Interview |
| **T** | Test |
| **C** | Copy of Certificates |
| **P** | Presentation |
| **G** | Group Assessment |
| **Rank** | **E** | Essential |
| **D** | Desirable |