### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Information Officer</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Strategic Planning &amp; Change</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>6</td>
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<tr>
<td>Accountable to:</td>
<td>Senior Information &amp; Analysis Officer</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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### Purpose of the Post

The role sits within the Data Management team in the Strategic Planning & Change (SP&C) department at Royal Holloway, University of London. SP&C is responsible for providing management information and project management support to the College as part of the strategic planning process and the delivery of the College’s strategic objectives. The Data Management team is responsible for data quality within the student record system and for providing accurate and timely information to external agencies (such as the Higher Education Statistics Agency (HESA) and the Office for Students(OfS)). The team also provides student information to internal users.

The Information Officer will contribute to the preparation of annual statutory student data reports in addition to providing student data reports to internal and external stakeholders. This will include contributing to the College’s preparation for HESA Data Futures. The post-holder will be educated to degree level with excellent IT skills, particularly in Excel. The successful candidate will be able to demonstrate an organised approach to their work, a high level of accuracy and attention to detail.

### Key Tasks

- **Statutory reporting**
  - Make a significant contribution towards the submission of statutory returns including HESA and HESES.
  - Assist in the preparation of data for the annual National Student Survey and Graduate Outcomes survey.
  - Maintain a thorough, comprehensive and up to date knowledge of Office for Students funding methodologies and their implications for the university, HESA requirements etc.
  - Maintain an awareness of national and international developments in student administration, funding regulations and reporting requirements.
  - Take individual responsibility for selected sections of the HESA return ensuring an accurate, complete and timely submission is made each year.
- Liaise with staff across the university to ensure data complies with reporting requirements.

- Provide a complete student data reporting service to internal and external customers:
  - Provide student data based reports for use by the Analysis and Insight team and financial planning on an annual basis.
  - Provide scheduled and *ad hoc* statistical reports that range in complexity, to meet the wide-ranging data requirements of internal customers to support their functions and processes.
  - Provide statistical reports for external customers as required, maintaining a good working knowledge of both data protection and freedom of information legislation.
  - Work independently without supervision to provide a reporting service to internal and external customers.
  - Assist in maintaining a calendar of reports required by internal customers on a regular basis and make suggestions regarding automation of data.

- Develop and utilise validation reports to ensure the student record system contains complete, accurate and appropriate student data.

- Data entry and verification on the Banner student record system and other related computer systems.

- Represent Data Management in projects, meeting, seminars and training within the institution or externally.

- Work closely with IT where appropriate to specify required data where it does not currently exist.

- Maintain and continually develop advanced technical skills particularly in data manipulation and analysis. Specifically, although not exclusively, in the use and application of Business Objects, MS Excel, Qlikview and other software packages.

- Create and update procedures and documentation, especially with regards to the Student Record System and statutory returns.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.