

Data and Systems Administrator

Student Admissions & Access

Closing date: 25th November 2024

Job Reference: AT43913



Data and Systems Administrator

Salary:

£30,505–£34,866

Contract:

Permanent

Location:

Central Cambridge

Department:

Student Admissions &
Access

Responsible to:

Information and Systems
Analyst and Manager

Working pattern:

Full-time

Purpose of the role

This role is one of two Data and Systems specialist administrators in the Postgraduate Admissions Office, taking responsibility for managing and maintaining the postgraduate admission systems, and supplying and reporting on postgraduate admissions data.

The role holder leads on extracting and providing data to service reporting requests: both internal (from Education Services teams, departments and Colleges) and external (e.g. Freedom of Information requests). They will also be involved in managing the data visualisation dashboards used by colleagues across the University.

The role holder carries out technical 'house-keeping' procedures to ensure that the systems all hold accurate and consistent data—in particular focusing on the course directory (the prospectus for all postgraduate courses being advertised). They will provide crucial training and guidance to support internal system users (department and College administrators).

The role holder also provides 1st line support for the postgraduate admissions systems (including the course database, postgraduate applicant portal, and Student System (CamSIS)), providing a high level of service and customer care to all staff and potential students.

Key responsibilities

- **Data reporting**

Extracting data and producing regular and ad hoc data reports and statistics. We particularly use CamSIS, Alteryx, Microsoft Excel and Tableau. Ensuring these are accurate, reliable, timely and meet the requirements of external and internal requests for data (e.g. for FOI requests, committees, Postgraduate Admissions Office processes, and annual/monthly reports). Reviewing and refining data reports and workflows used for regular and repeat reporting. Presenting accurate, high quality data in an accessible format. Ensuring that your practice complies with the principles of the Data Protection Act and other relevant regulations/legislation.

- **Course directory**

Supporting department and central administrators in their population of the course database that feeds the course directory. Ensuring that the course database holds accurate course data and is consistent with information held in other systems (e.g. CamSIS) by running reports and validations. Providing support and guidance to internal and external users of the course directory.



Data and Systems Administrator

- ***Customer service support***

Providing first line support as for users of the postgraduate admissions systems. Responding to a broad range of service requests by trouble-shooting and providing information to fulfil requests or enable resolution. Escalating queries where necessary. Updating and creating support documentation.

- ***Database administration***

Carrying out technical 'house-keeping' procedures on a day to day/month to month/annual basis to ensure that accurate application records are maintained e.g. data cleaning, supporting the effective and efficient distribution of applications to colleges via the college allocator in CamSIS.

- ***Continuous improvement***

Contributing to the continuous development and improvement of the postgraduate admissions systems by making evidenced based suggestions for change. Taking an active part in progressing new developments and projects. Ensuring all responsibilities are delivered in the most efficient way, and seeking to streamline processes. Undertaking training and development to remain skilled.

- ***Training others***

Planning, producing, reviewing and updating manuals and online training for relevant admissions systems. Organising and carrying out training to demonstrate admissions systems to Department and College administrators.

- ***Other ad hoc tasks***

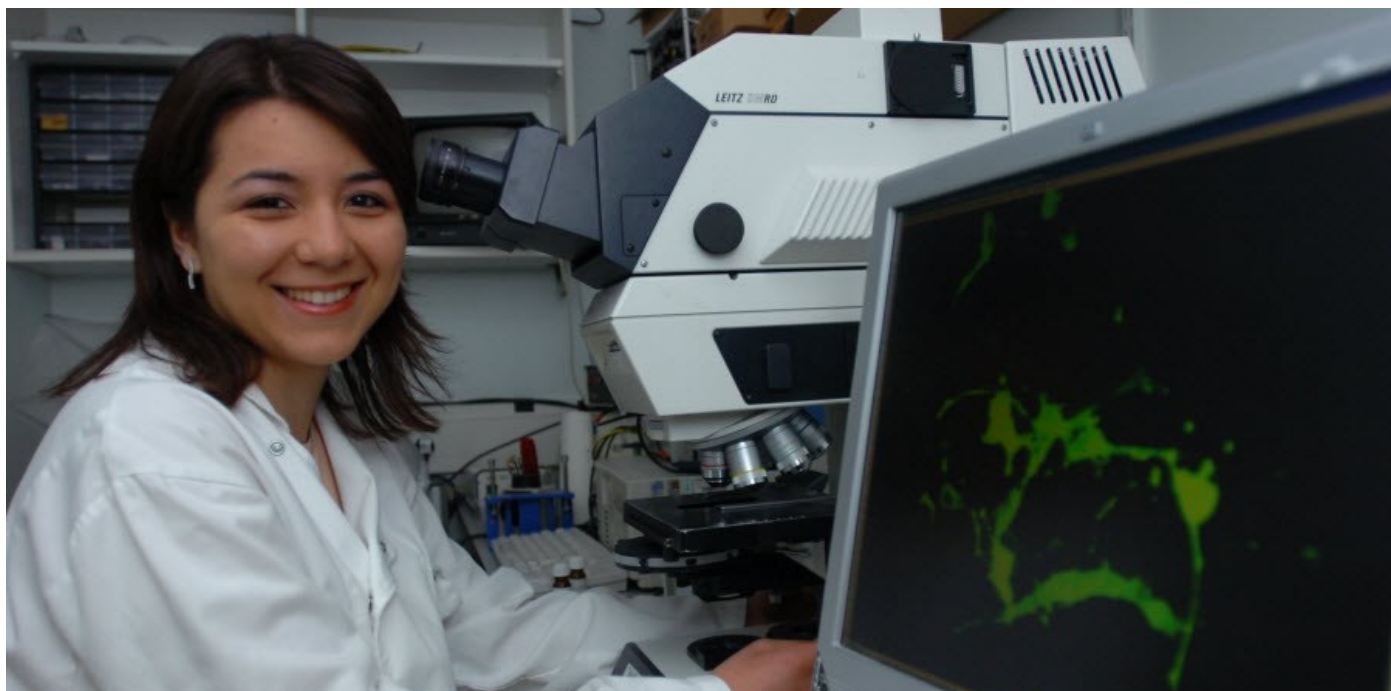
Deputising for other members of the Information and Systems team as and when necessary. Providing supervision, advice and assistance to more junior members of staff as necessary. Advising and providing input into the annual updating of Postgraduate Admissions manuals, guides and publications. Assisting the Information and Systems Analyst Manager with inducting new staff. Contributing to all key team activities throughout the year.

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Person specification

| | Essential | Desirable |
|---|-----------|-----------|
| Experience | | |
| Experience of working with data, writing data queries, producing reports and presenting data in an accessible format, with excellent attention to detail. | ✓ | |
| Experience of working with databases in a technical and customer facing IT role, and trouble shooting issues. | ✓ | |
| Experience of working in Higher Education. | | ✓ |
| Skills | | |
| Very strong IT skills, including an ability to join, export, manipulate and validate data, to analyse data and to present it in an accessible format. | ✓ | |
| Excellent problem-solving and diagnostic skills, and an interest in understanding 'why' things occur, and contribute to improvement of processes and systems. | ✓ | |
| Highly developed verbal and written communication skills, capable of communicating effectively, with internal and external contacts (some of whom may not be native English speakers). | ✓ | |
| Enthusiastic and pro-active team worker, with a collaborative approach, and desire to develop and maintain good working relationships. | | |
| Ability to prioritise and self-manage workload, to meet multiple deadlines and to work well under pressure. | ✓ | |
| Excellent organisational skills and a flexible approach to work that can accommodate the seasonal changes in the role requirements. | ✓ | |
| Working knowledge of Alteryx and/or Tableau (or other equivalent software). | | ✓ |
| Familiarity with CamSIS. | | ✓ |
| An ability to digest and assimilate policy and ensure that procedures are compliant with relevant policy requirements (e.g. internal admissions and quality assurance processes, and immigration requirements). | | ✓ |
| Qualifications | | |
| Minimum level of requirement is a Higher National Diploma/Higher National Certificate (HND/HNC), level 4/5 vocational qualification, or equivalent level of practical experience. | ✓ | |
| Additional requirements | | |
| A high degree of discretion, as dealing with confidential information. | ✓ | |
| Able and willing to work flexibly to contribute to the work of the Postgraduate Admissions Office as required. | ✓ | |

The Department



Student Admissions and Access Office

The Student Admissions and Access Office acts as a central enquiry point for prospective students from the UK and around the world who are thinking of applying to the University of Cambridge for undergraduate or postgraduate study, along with guidance for their advisers, teachers and parents. It also works to raise aspirations and widen participation.

It provides a Foundation Year, to prepare students for undergraduate study. It also provides funding and fees services to both undergraduate (UG) and postgraduate (PG) students.

About the department

The Student Admissions and Access Office comprises six teams:

- (i) The Admissions and Data Services team
- (ii) The Student Recruitment and Marketing team
- (iii) The Widening Participation team
- (iv) The Postgraduate Admissions Office
- (v) The Foundation Year team
- (vi) The Student Funding and Fee Policy team

The Postgraduate Admissions Office (PAO) co-ordinates the admission of applicants to postgraduate study at the University, supporting staff in the Faculties and Departments of the University and in the Cambridge Colleges to ensure quality service for the 30,000+ applicants who submit applications each year.

The Information and Systems team provides information reporting and systems maintenance/development for postgraduate admissions within the University.

The Data and Systems Administrator will play a key role in managing and maintaining the postgraduate admission systems used by PAO to support postgraduate applicants in admission to the University, and in supplying and reporting on postgraduate admissions data.

Terms of appointment

Tenure and probation

The appointment will be made on a permanent basis. This appointment will be subject to satisfactory completion of a six month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are full-time working Monday to Friday. We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

Pension

You will automatically be enrolled to become a member of Cambridge University Assistants Contributory Pension Scheme (CPS) – a defined benefits pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For new part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of

employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, SSCjobs@admin.cam.ac.uk that is responsible for recruitment to this position.

The University

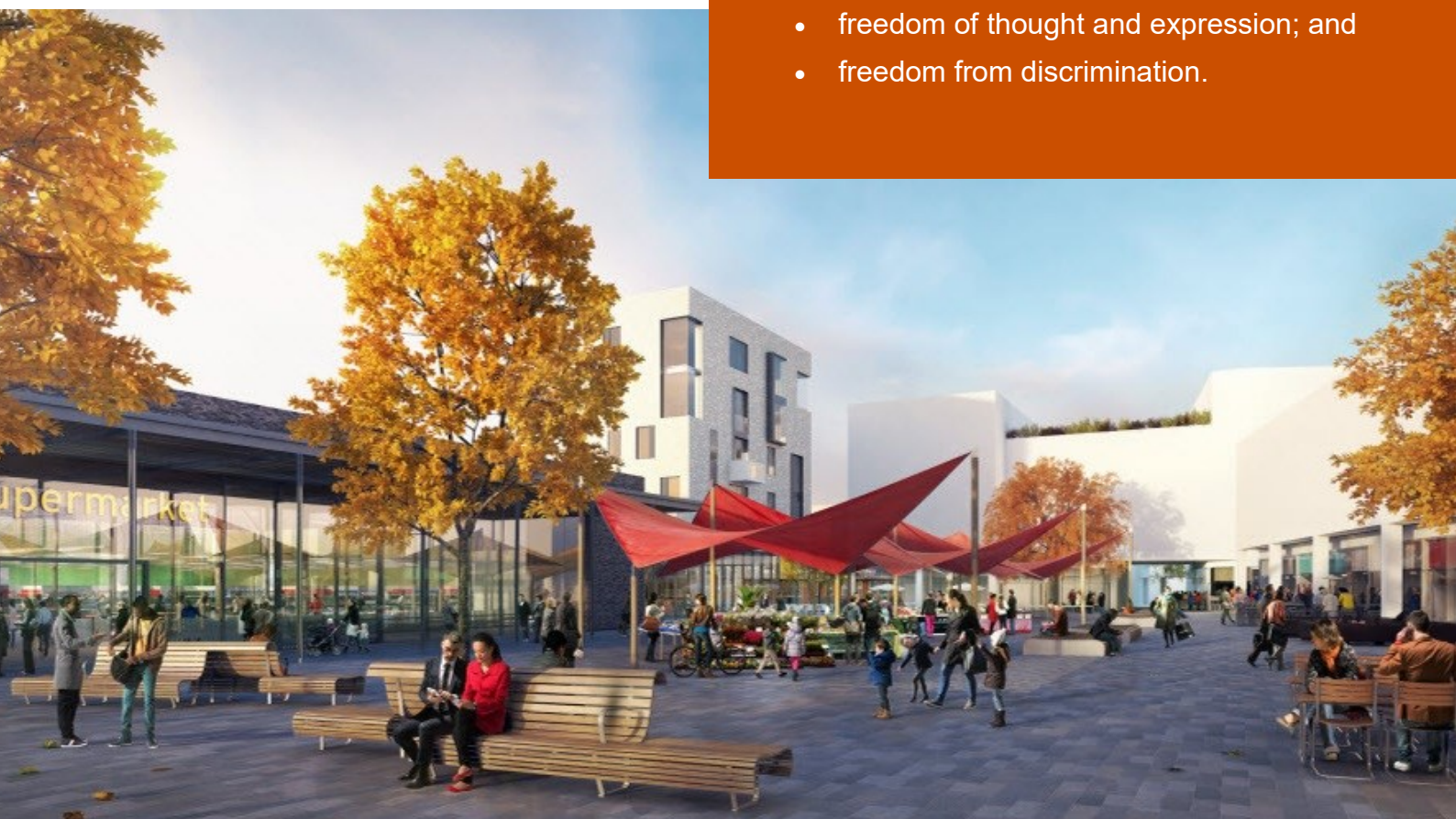
The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking "Apply online" in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:
Rachel Sequeira - rachel.sequeira@admin.cam.ac.uk

If you have any queries regarding the application process please contact sscjobs@admin.cam.ac.uk

The closing date for applications is: 25th November 2024

The interview date for the role is: 11th December 2024



UNIVERSITY OF
CAMBRIDGE