

### Summary

<b>Job title</b>	Senior Student Survey and Data Analyst
<b>Division</b>	Academic Administration Division
<b>Department</b>	Student Registry
<b>Location</b>	Examination Schools, High Street, Oxford
<b>Grade and salary</b>	Grade 8: £45,585-£54,395 per annum
<b>Hours</b>	Full time
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Head of Student Data Analytics
<b>Vacancy reference</b>	173459
<b>Additional information</b>	For the right candidate we would consider underfilling the role as a grade 7 Student Survey and Data Analyst (£36,024-£44,263 per annum) with an appropriate reduction in duties.

### The role

The Student Data Management & Analysis (SDMA) team provides a portfolio of data, reporting and statistical services for the University of Oxford, in addition to maintaining and facilitating access to reporting datasets on Oxford students and undergraduate applicants, and leading on developing strategy for and facilitating delivery of university-wide student surveys. This role is located within the statistical services team, with responsibilities split approximately 50:50 between student surveys and statistical analysis projects.

On the surveys side, you will be the lead for the University's centrally managed surveys and will matrix manage the contributions from other teams (e.g. policy, operational and communications teams) that play an important role in surveys. You will produce analysis of student survey results, including committee papers, headline reports and dashboards, and will actively engage with stakeholders to understand their needs and ensure that reporting is both useful and accessible. You will also make recommendations to the Student Survey Operations and Strategy Groups regarding the feasibility, design and set-up of surveys, and use the University's recommended survey tools (e.g., JISC Online Surveys and MS Forms) to build/adjust surveys as necessary. Additionally, it is expected that you will act as an expert on student surveys and survey design, providing best practice, advice and support as needed to colleagues who are running their own surveys.

There is an expectation that you would be responsible for producing a range of Power BI dashboards as a primary means of sharing survey results and analysis, but we are happy to consider candidates without experience of dashboard design or business intelligence tools like Power BI or Tableau and to provide training and support in these areas. However, you would be expected to have a good sense of the principles of clear presentation and communication of numerical data and statistical analysis.

Alongside the survey work, you will provide statistical support to other departments and divisions and design and deliver pieces of statistical research in the area of student data analysis and aligned with the University's strategic



priorities (e.g. the Access and Participation Plan). You will either be working independently or in collaboration with the Senior Statistical Analyst. You will work with a degree of independence, liaising directly with senior colleagues to establish research questions, agree appropriate methodologies and communicate findings clearly, accessibly and persuasively. You will also work closely with colleagues in SDMA to ensure that findings from statistical research are informing the wider provision of data analysis and reporting.

The ability to collaborate and manage work effectively online will be key to the role. You will be expected to show a degree of independence and given freedom to manage your own work, but also to understand the value of working as part of a team.

## Responsibilities

### 1. Student Surveys

- a) Analyse responses to key student surveys and present results in multiple formats, including committee papers, presentation, headline reports and dashboards.
- b) Regularly review student survey reporting, liaising with stakeholders to gather their feedback and requirements and ensuring that reporting is informative and accessible to a range of users requiring analysis at differing levels of granularity.
- c) In collaboration with the Student Surveys Strategy Group, lead the development and implementation of a University-wide Student Survey Strategy that aims to maximise student response rates and the quality of the feedback.
- d) Lead on questions relating to design and set up of the primary student surveys, provide tips on best practice and act as a key source of expertise on student surveys, both for the Student Surveys Strategy and Operations Groups and for colleagues across the collegiate university.

### 2. Statistical Analysis

- a) Independently design, develop and deliver discrete analytical research projects focused on student data, working with senior academic and administrative colleagues to develop briefs aligned with university priorities, advising them on the most appropriate research design and identifying research requirements, anticipated audience and project timelines.
- b) Present complex statistical and analytical findings both verbally and in writing to administrators, academics and University committees responsible for the policy making, ensuring clarity and accessibility for audiences with varying levels of statistical expertise, and being able to defend challenges made against statistical approaches and reassure colleagues that a robust statistical approach was taken.
- c) Maintain a good degree of familiarity with internal and external comparative data sources (e.g. HEIDI+, UCAS data analysis), understanding the opportunities and limitations presented by each of these and the ability to advise senior colleagues on the feasibility of different lines of enquiry or research techniques.
- d) Establish and maintain networks of internal stakeholders and external contacts across HEP networks and the HE statistics community, maintaining a good awareness of sector developments and best practice and seeking to raise the profile of student statistics at Oxford.

### 3. General Duties

- a) Extract data from the university's main student record systems, other internal and externally sourced datasets, using a range of existing reporting and data manipulation tools.
- b) Work with colleagues within SDMA and across the collegiate university to identify potential improvements to data capture, analysis and reporting to enhance the university's student data analysis portfolio, including advising on incorporation of statistical analyses into standard data reporting, and improving the alignment between in-depth research papers and data dashboards.
- c) Carry out any other reasonable duties as required by your line manager or the Head of Student Data Analysis or Director of Student Registry.

## Selection criteria

### Essential selection criteria

Applicants and post holders are expected to be able to demonstrate the following competencies and experience. During recruitment consideration will be given to applicants who may not have proven experience in all areas, but who have demonstrable capability to develop the required competencies. Post holders are expected to meet these

criteria during their term of appointment and will be monitored through the usual channels such as annual personal development reviews.

1. A first degree in a subject containing a significant statistical element, or equivalent professional experience; a higher qualification relating to data analysis would be advantageous.
2. Significant experience working with surveys and in the quantitative analysis of survey responses.
3. Good understanding of statistical methods (including descriptive statistics and regression modelling), extensive experience with one or more statistical packages (e.g. SPSS, R, Python) and awareness of the need for reproducible research.
4. Ability to communicate effectively orally and in writing with stakeholders, including at a senior level, and with different levels of statistical expertise, and experience in writing statistical reports in plain English with excellent attention to detail.
5. Good stakeholder engagement skills, showing a customer-focused approach to delivery, but with the confidence to push back where required and set realistic expectations.
6. Ability to act as a subject matter expert, translating complex data problems and concepts into appropriate and accessible outputs, and to provide advice and training to non-expert colleagues.
7. Commitment to ethos of continuing service improvement and continuing professional development, looking to improve your own skillset and the quality of our service over time.
8. Excellent organisational skills with ability to balance multiple parallel projects and conflicting priorities, ensuring all work is completed to agreed deadlines.
9. Ability to work well within a team, including collaborating via online tools (e.g. MS Teams, Trello), and to supervise project contributions from colleagues outside of your immediate team.

#### Desirable selection criteria

1. Experience of designing large-scale surveys, especially with a student or customer experience focus and experience in survey design software such as Jisc Online Surveys.
2. Experience using Tableau, Power BI or similar tools to produce data visualisations for a range of stakeholders and an understanding of the theory of data visualisation.
3. Awareness of issues relating to the processing and analysis of student data, including data protection and information security, quality assurance processes, and sensitivities around special category data.
4. Experience working with student data within a higher education provider, preferably including experience of SITS/eVision.

#### Pre-employment screening

##### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## Student Registry

Student Registry is responsible for the running of the University's examinations; managing the student record held on the SITS student record system (records are held on 122,000 current and past students, with 140 data items on each; and reporting and analysing student data). This work is achieved and undertaken by six teams:

- Academic Records Office
- Degree Conferrals Office
- Data Quality Team
- Student Assessments
- Student Data Management and Analysis
- Student Immigration

To maintain the student records, the Student Registry works closely with colleges and departments to obtain and update the data, manages the Student Registration process and carries out monitoring and exception reporting, including work to produce the annual returns to the Higher Education Statistics Agency (HESA). The Section manages all aspects of the University's examinations from the configuration of assessments in SITS to the publication of results: including the entering of students onto assessments, the running of those assessments (both examinations and submissions), examiner appointment, and management of student examination alternative arrangements. It also oversees the administration processes underpinning the research student examination. Student Registry is responsible for verifying student degrees and working with colleges and the Proctors' Office to facilitate the running of the University's Degree Ceremonies. The team develops reports for staff accessed through SITS eVision and Tableau, and for the public via the web, responds to FOI requests, and works with admissions offices and Education Policy Support to analyse applicant and student data to support the formulation of a range of policies ranging from widening participation to students' career destinations. The team also manages Tier 4 student visa compliance and offers expert advice and guidance on all student immigration matters. Student Registry coordinating the Orientation Programme for new European and international students and student surveys, including the Student Barometer and National Student Survey.

## Academic Administration Division

The Academic Administration Division (AAD) is the University's group of services focused on students and learning. We provide support and information that students need to thrive in their academic and personal lives, and encourage the professional and educational development of our staff. We operate in close collaboration with colleagues in central, divisional, departmental, and college administration, as well as with academic staff and students.

The AAD's work supports the student career from pre-admission through to graduation and beyond, and promotes the development of coherent systems and services across Oxford to underpin this. We focus on:

- **Student recruitment:** Attracting the best undergraduate and postgraduate students through outreach and admissions, and advising students through the admissions process.
- **Student services:** Offering high-quality services to students once they arrive at Oxford, including counselling and disability services, sports, language courses, a careers service, and fees and funding.
- **Student administration:** Managing the University's student data, registration, examinations, and degree ceremonies, advising on visas and immigration; and developing our student systems.
- **Educational policy:** Helping to develop and implement educational policies, upholding legislation, and providing quality assurance.

We also **support academic and professional staff** and the wider Oxford community through our language, sport, and professional and educational development services.

The AAD comprises: the Careers Service, Education Policy Support, Graduate Admissions, the Language Centre, the Centre for Teaching and Learning, Fees and Funding, Student Registry, Student Systems, Student Welfare and Support Services, Undergraduate Admissions and Outreach, and University Sport. They are supported by two professional support functions: AAD Administration and AAD Communications.

## How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

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## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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## If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly [aadadmins@admin.ox.ac.uk](mailto:aadadmins@admin.ox.ac.uk).

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

### Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

### University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector. Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

### Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

### Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).

### Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>