

Job Description

Role Title:	Functional & Data Analyst
Dept:	Registry, Legal and Governance
Reference:	MPF2060
Grade:	7
Full or Part time:	Full time
Hours:	1.0 FTE
Reports to:	Head of Student Data & Systems

Overview

The Functional Data Analyst plays a key role within Academic Registry, supporting the effective operation and ongoing development of the University's student systems and data. A central focus of the role is contributing to the delivery of the Central Data Hub, a strategic initiative to establish a shared, authoritative data capability across the University. The post holder leads and supports user acceptance testing, manages non-technical system changes, and works collaboratively with stakeholders across the University to embed improved processes, strengthen data quality, and ensure systems and data effectively support a high-quality student experience.

About us

The Academic Registry is responsible for providing a wide range of services to applicants and students throughout their time at the University of Salford, and for supporting Schools and other Professional Services in delivering a high-quality student experience. Across our teams, we manage key academic processes, including student records, quality assurance, student casework, home office compliance, student systems and data, admissions, timetabling, and academic policy.

The Student Data & Systems Team provides specialist support for the University's student information systems, ensuring the accuracy, quality, reliability and usability of student data. The team acts as the link between Academic Registry and Digital IT, managing system configuration, upgrades, and testing, and responding to queries about student systems and processes. It is an exciting time to join the Student Data and Systems team as we plan a major business change programme to improve the efficiency and effectiveness of our core academic and administrative processes, strengthen data quality, and implement a new student information system.

Our ways of working

We recognise the importance of a healthy balance between work and home life. While we need our staff to be available to deliver an excellent service, and some evening and weekend working may be required, we are open to agile ways of working that provide colleagues with flexibility, wherever work commitments allow.

Your application will be assessed based on your responses to a set of competency questions linked to the essential criteria in the Person Specification above, along with your CV. We want your application to be the best it can be, so make sure you

answer each question fully and provide clear examples of how you meet the criteria (simply stating that you have a skill or experience in an area is not sufficient).

Role Purpose

The purpose of the Functional Data Analyst role is to support both the effective day-to-day operation of the University's student systems and data, and the delivery of the Central Data Hub (CDH). The CDH is a strategic programme to create a shared and trusted data capability across the University. The role helps ensure that core student data and systems continue to operate reliably, while also contributing to planned improvements and change.

The role focuses on maintaining data quality, standards and governance, including managing the data dictionary and supporting the Data Quality Framework. Alongside this, the post holder plays a key role in the development of the Central Data Hub, working with colleagues to understand requirements, analyse data issues, support testing, and implement changes to systems and processes. By acting as a link between academic and professional services teams and technical delivery teams, the role ensures that data and systems remain accurate, consistent and fit for purpose, supporting effective operations, informed decision making and the University's wider digital transformation. The role requires strong organisational, interpersonal and analytical skills to ensure that student data and systems effectively support the University's academic and administrative activities.

Principal Duties & Responsibilities

- To support the Head of Student Data & Systems in the design, definition and documentation of required data and systems changes, benefits and outcomes;
- To work with key stakeholders and operational colleagues to identify, analyse and embed improvements to data quality issues and their impact on training, business processes and systems.
- To use a range of recognised tools and techniques for the analysis and resolution of data issues;
- To support Data Stewards, process leaders and managers in the evaluation and reporting of data and data governance performance using sound metrics and key performance indicators and make recommendations for improvements;
- To co-create, challenge and maintain the University's Data Dictionary and Data Standards model;

- To engage and consult with academic and professional services colleagues at all levels in the University, to define service requirements and standards, and to facilitate changes and improvements
- To investigate and resolve Second Line Product Support queries to agreed SLAs;
- To analyse and investigate the impact of change requests on system configuration, functionality, data structures and interfaces;
- To carry out non-technical user configuration as required;
- To maintain an up-to-date knowledge of systems used, future developments, and ensure that new functionality is utilised where appropriate;
- To be the primary point of contact between the University customer and user community; the Student Data & Systems team; and the IT development, operations and service teams to implement changes to systems, system configuration and interfaces, ensuring they accurately meet the documented business requirements;
- To manage changes to baseline requirements through effective application of change control processes and tools;
- To manage the delivery of agreed user level non-technical changes using tools such as Banner's MDUU (Mass Data Update Utility), SSEN (Self Service Engine), SDE (Supplemental Data Engine), Workflow, etc.
- To work with key users in planning and managing User Acceptance testing (UAT) including the creation of test scripts; support for end users; and defect management ensuring defects are genuine, reported, resolved and retested with the business.
- To support University strategic projects and the delivery of Academic Registry business improvement projects to agreed quality, time and budget standards to sustain the successful utilisation and exploitation of student information systems at Salford;
- Design, organise and facilitate workshops with Data Stewards and Data Quality steering groups using a variety of information gathering and problem-solving techniques, whilst obtaining commitment and buy-in to required change;
- Perform any other duties appropriate to the grade as may be required by the Head of Student Data & Systems.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to

the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.

- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. A good degree or equivalent professional experience (E)
2. Commitment to continuing professional development (E)

Background and Experience

3. Demonstrable experience of process analysis, (data) modelling and review, including the definition, documentation and validation of business requirements (E)
4. Experience of facilitating cross-organisational business and process improvement in a complex environment (D)
5. Experience in defining test plans and supporting user acceptance testing. (E)
6. Experience of analysing data issues and identifying improvements, successfully and positively engaging colleagues in these activities. (E)
7. Experience of facilitating and supporting business change within a development environment. (E)
8. Demonstrable track record of the use of tools and techniques for capturing and managing data issues – e.g. SQL. (E)

Knowledge

9. Understanding the value of data governance and the importance of data cleansing in an IT enabled business system. (E)
10. A functional working knowledge of one or more Student Information Systems; for example, Ellucian's Banner and MS Dynamics CRM. (D)
11. An aptitude for data modelling, process analysis and evaluation. (E)
12. A thorough understanding and experience of implementing change to software systems and interfaces. (E)
13. The structure, processes and organisation of Higher Education institutions and their core activities. (D)

Skills and Competencies

14. Ability to work in a team, be self-motivated, adaptable and flexible. (E)
15. Strong communication, relationship building and networking skills. (E)
16. Ability to write in a clear and concise manner and record information accurately and to deliver consistent high-quality work, even at a very detailed level. (E)

17. Excellent evaluation, organisation, decision making and time management skills with the ability to work to deadlines. (E)
18. Excellent problem-solving and analytical skills with the ability to approach and resolve problems in a prompt, practical and efficient manner. (E)
19. A demonstrable record of applying best practice and a customer centred approach to the work of an organisation to achieve outstanding results. (E)
20. Ability to contribute to the development of a progressive, innovative and strategic vision for the Directorate in support of the aims and activities of the University. (E)