

Data Collection Support Officer

Basic information

Band: E

Job family: Customer Experience

Terms: Fixed-term contract

Location: Cheltenham

Reports to: Data Collection Team Lead

Team: Data Collection Team

Business unit: Operations

Additional conditions: Potential travel in the UK



Role purpose:

To support the data collection officers in ensuring appropriate and accurate data is collected for operational and contractual purposes, through the effective management of providers in specified geographical regions, and by working with allocated data collection assistants. The Data Collection Support Officer is the first point of contact for incoming queries relating to data collections. The role holder will also offer advice on a breadth of data sets, including courses, qualifications, schools, stakeholders, reference data, and classification systems for UCAS customers and non-customers, across all course levels, and schools and providers.

Key duties and responsibilities:

- Support the team's data collection activities for both operational and contractual obligations.
- Be the dedicated point of contact for providers in a designated region, and support them in using UCAS course data collection tools to manage their course listings.
- Form and maintain positive, collaborative working relationships with internal and external stakeholders.
- Provide an efficient service to internal and external customers who supply or consume course data, and offer advice and guidance relating to data collection.
- Be a key contributor to digital acceleration activities, e.g. user acceptance testing (UAT) of new systems, providing data expertise relating to the development of systems, identifying course data issues, and carrying out remedial action to enable system releases.
- Identify problems arising from UCAS' systems or customer queries, and where necessary, escalate appropriately.
- Work closely with colleagues from across the business to jointly deliver digital acceleration milestones.
- Manage and organise a delegated workload.

- Collect and enter data into UCAS systems from a variety of sources.
- Use the CRM to maintain customer contact records.
- Represent the team and external customers in the development of products and services.
- Represent UCAS at external events e.g. Admissions Conference, UTT Annual Review, training events.
- Update the customer contacts database (for schools/Apply centres).
- Have some supervisory responsibility for data collection assistants.
- Identify issues in systems, processes, and interfaces, and submit solutions for resolution, in collaboration with appropriate staff.
- Take ownership of customer data collection-related queries, and provide or coordinate resolutions.
- Plan and implement collection activities for own geographical region, in line with holistic team plans.
- Allocate work to data collection assistants.

Stakeholders:

Internal:

- UCAS staff involved in commercial products and services (e.g. HEP Team, Media, digital acceleration teams, Regional Relationship Management Team, Professional Development).

External:

- Providers, contacts database members (mainly schools and Apply centres), admissions and marketing staff at member and non-customer providers for operational matters, and sector organisations, e.g. Department for Education (DfE), awarding bodies.

Person specification:

- Excellent customer relationship management skills.
- Excellent communication (including negotiation), presentation, and interpersonal skills.
- Experience of supervising individuals, and effective delegation of work.
- A positive attitude, and proactive and professional approach to work.
- Good working knowledge of Microsoft Word and Excel.
- Able to work as part of a team, showing flexibility and adaptability, initiative in the team, and recognition of the needs of others and their varying workloads.
- Able to prioritise and organise large volumes of work, often at short notice.
- High level of accuracy and attention to detail.
- Analytical and problem-solving skills.
- Ability to adapt quickly to working with bespoke interfaces.
- Relevant experience in, or knowledge of, the education sector, and any current issues (desirable).

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.