

Policy Executive

Basic information

Band: D

Job family: Customer Experience

Terms: Fixed term contract until 29/07/2017

Location: Cheltenham

Reports to: Senior Policy Executive

Team: Policy Team

Business unit: External Relations



Role purpose:

The 2017 entry cycle will be a key year for the higher education sector. The Higher Education White Paper, along with significant changes to the qualification landscape, and the new Tariff, bring with it a range of new challenges and consideration for schools, universities and colleges.

The Policy Team plays a central role in ensuring that UCAS responds appropriately to these changes, with activities including leading on operational changes and communicating with key audiences and stakeholders. The Policy Executive will support these activities in this key year.

Key duties and responsibilities:

- UCAS is undertaking an extensive overhaul of our products and services. This includes a review of our application and data management system. This role will have a key role of inputting and shaping these developments.
- Drafting high quality briefings for senior UCAS staff, to support them in stakeholder engagement.
- Contributing to the development and implementation of policy-focused project work, through setting milestones and tracking key deliverables against plans.

- Supporting delivery within time, cost and quality constraints.
- Identifying risks, issues, opportunities and threats as a result of proposed and planned policy changes.
- Supporting product and service development. by ensuring they are reflective of recent policy and qualification developments. This includes:
 - inputting into product and service development in Sprint reviews and other forums
 - providing training materials and lines to take for customer-facing staff
 - supporting senior policy executives in their bespoke policy and/or qualification projects, such as the new Tariff, Qualification Information Services, Policy Leadership, Stakeholder Management and Widening Participation
- Supporting development and maintenance of effective relationships with appropriate staff in Government departments, funding bodies, regulatory agencies, and qualifications awarding organisations, to ensure the policy and stakeholder community understands UCAS' role and the potential of its data to inform policy and research.
- Identifying and facilitating, with the Analysis and Research Team, the provision of UCAS data and analysis to policy makers, through consultations, enquiries, events, contracts and research – whilst maintaining the interests of UCAS members.

Primary customers/stakeholders

Internal:

- Executive, particularly CEO, Director of External Relations, Director of Customer Experience and Marketing, Director of Operations, and Director of Analysis and Research
- Relationship Management
- Strategic Product Management
- Market Intelligence

External:

- UK Governments, funders, regulators and qualifications awarding organisations e.g. BIS, Department for Education, Scottish Government, Department for the Economy (NI), Welsh Assembly.

Person specification:

Essential:

- Strong communication skills, both written and verbal.
- Proven research skills.
- Ability to manage varied workloads and competing deadlines with a flexible approach.

- Proven experience of influencing internal stakeholders.
- Proven ability to understand the impact of external influences on operational delivery.
- Educated to degree level (or equivalent).

Desirable:

- Working knowledge of:
 - the UK higher education landscape
 - the UK qualifications landscape
 - admissions in the UK

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.