

Candidate Information

Position: Student Surveys Officer
School/Department: Educational and Skills Development
Reference: 23/110726
Closing Date: Monday 27 March 2023
Salary: £35,333 - £42,155 per annum
Anticipated Interview Date: Thursday 6 April 2023

JOB PURPOSE:

The Student Surveys Team seeks to gather, analyse, and use quantitative and qualitative data to support quality enhancement and, in particular, to capture the students' voice at Queen's and gain a better understanding of the student experience compared with the experience of students nationally. With an appreciation of the theoretical and contextual issues, the post holder will manage the collection, analysis and reporting of feedback from students and graduates and provide specialist advice to support University decision-making on matters affecting the student experience. They will also be required to understand and anticipate the University's information needs in this area and to contribute to providing this information to the overall evidence base.

MAJOR DUTIES:

1. Provide specialist advice to support University decision-making on matters that will affect the student experience.
2. Keep under review the information gathered, collected and analysed from students and graduates, within the context of enhancing the student experience and keeping abreast of national developments and requirements.
3. Identify gaps or shortfalls in current information and search for sources to fill these. Anticipate new information needs and make recommendations about how these might be filled.
4. Support the collection, analysis and reporting of feedback from students and graduates through online surveys, and, when appropriate, other methods such as focus groups.
5. Plan and administer the surveys or liaise with outside agencies (for example, in the case of the National Student Survey, the Graduate Outcomes Survey and Postgraduate Taught and Postgraduate Research Experience Surveys), monitor response rates, analyse results and produce useable, accessible reports that will generate formal and informal performance indicators and drive enhancement.
6. Service, support and serve on University committees or working parties which contribute to the development of strategies, policies, or practice in the area of student experience enhancement.
7. Participate in and/or lead assigned projects or contribute to larger University-wide projects in the area of the student experience. For example, Queen's Student Survey Policy development and review and transition to online Module Evaluation Questionnaires.
8. Managing Student Surveys Team staff currently Grade 6 and Grade 4 staff.
9. To oversee secure, effective maintenance and GDPR compliance of information and systems relating to University Surveys.
10. Such other duties as are required within the remit of the post.

ESSENTIAL CRITERIA:

1. A minimum of a primary degree (or equivalent qualification) in a subject which has a numerical or statistical component.
2. A qualification that includes research methods or information technology as significant components.
In the event that you do not meet this criterion, the University will also accept the following which has been deemed equivalent. Substantial relevant experience in a directly relevant role to include data collection, analysis, presentation and report writing (to include significant experience of Excel, Survey platforms, PowerBi and/or SPSS) in a HE or FE setting.
3. *A minimum of three years' recent relevant experience of data collection, analysis, presentation and report writing (to include significant experience of Excel, Survey platforms, PowerBi and/or SPSS) in a HE or FE setting.
4. *Experience in the production and analysis of information to inform complex management decisions.

5. Excellent oral, written communication and information technology skills.
6. Experience of presenting FE/HE statistical and numerical data, in a meaningful and engaging manner, to expert and lay audiences.
7. Demonstrable understanding of the importance of accuracy and precision in dealing with data, even under pressure.
8. Well-developed analytical and problem-solving capability and a keen interest and proven ability to innovate in their work.
9. Ability to act as a role model and lead by example in accordance with the Core values of the University – Integrity, Connected, Ambition, Respect, Excellence.
10. Demonstrable interest in the area of student enhancement.

DESIRABLE CRITERIA:

1. Masters Level Qualification or equivalent.
2. Membership of relevant professional bodies.
3. Experience working in a HE or FE setting in a teaching support, student support or teaching capacity.
4. Experience of presenting student voice data summaries and other reports to committees/Senior Leadership teams in an FE/ HE environment.