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Data & Insight Manager

leicesterunion.com





Pack contents

Introduction

Page 1

Application Process

Page 2-3

Job description

Page 4-6

Person specification

Page 7-8

How to apply

Page 9





Hello

Dear Candidate,

Thank you for taking an interest in this role with us at University of Leicester Students' Union.

As an independent charity representing 22,000+ students, we provide a host of services and opportunities to inspire, represent, support and entertain the students of the University of Leicester.

Our mission is to be an empowering, innovative and inclusive student-led Union; championing their interests and providing a home away from home.

This new role is critical to our future development as a representative body and we are excited by the potential afforded by high quality insight work. We want to have our finger on the pulse of our student membership. We want to know what our student body think, what they care about, who we engage, how we engage them and we want to empower student leaders and management to make informed, evidenced based decisions.

As a member of the Senior Leadership Team this role will operate across a wide remit and will be essential to how to deliver for our members as well as how we demonstrate our impact.

The role is based within the Students' Union and situated in the Percy Gee Building.

The following pages contain all of the relevant information in regards to the role summary and our recruitment process. Please ensure you check the deadline and return your application within this timeframe. If you have any questions please email SU-HR@leicester.ac.uk

We wish you the best of luck with your application.

Kind regards

Liam Davis

Chief Executive Officer
Leicester Students Union





Application Process

Personal Specification

The Person Specification is the list of criteria or requirements needed to be successful in the role. To be shortlisted you have to fulfil each of the essential tick boxes. You can demonstrate your abilities by giving examples of previous experience and skills that you believe are transferable. Pinpointing relevant experience and explaining them in your Cover Letter will be valued to your application.

Completing your application

To apply for this position please send an up-to-date copy of your CV, a covering letter and an EDI Monitoring form, to SU-Vacancies@leicester.ac.uk

Your cover letter should outline how your experience and skill-set makes you the best candidate for the position and you should use the person specification as your guide for what we're looking for.

In your email, please include the Job Title you are applying for and be sure to submit your application before the stated deadline.





Application Process

Shortlisting

All applications will be gathered by our HR department and then sent to the recruiting manager to review. The applications will also be sent to the recruitment panel for discussion. Candidates who meet the criteria are shortlisted for an interview.

Interviews

The interview panel will consist of 2-3 members of staff in the relevant department, who will ask competency based questions on the specific needs of the role identified in the job description and person specification. For some roles, you may be asked to complete a task or presentation. If you are required to complete a task, you will be informed ahead of time. Ideally, you will have 7 days to prepare for you interview.

If you are unable to attend the interview, please inform us immediately so we can try to accommodate another date. Please keep in mind this is not always possible.



Job description

Title

Data and Insight Manager

Contract

Permanent

Salary

£36,412

Location

University of Leicester Students' Union

Hours

Up to 34.5 hours.

Reports to

Chief Executive Officer

Responsible for

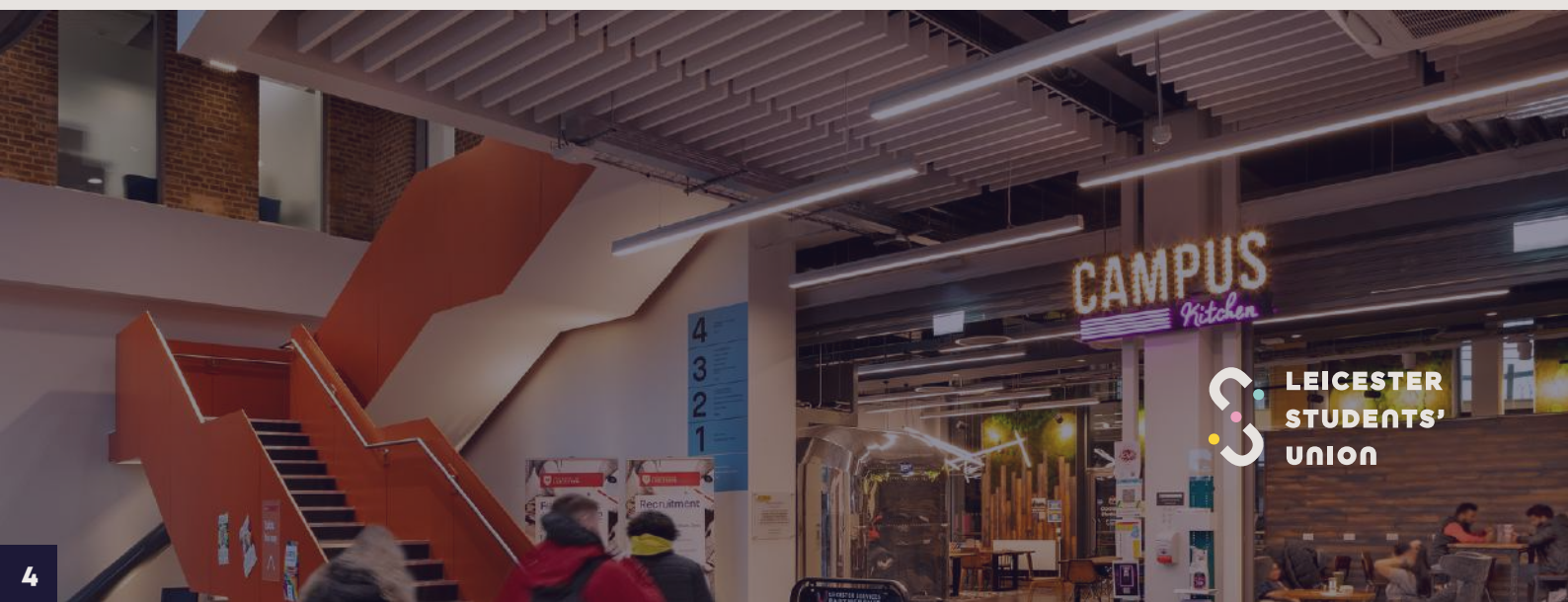
Research Co-ordinator

Additional Benefits

All staff are included within the work place pension and MediCash health cash plan.

Main duties & responsibilities

1. To lead on the strategic development of our student insight work and collection of data across the organisation to help inform our decision making.
2. To develop data and insight work to enable us to provide our student leaders with the information they need to best advocate for our members.
3. To embed data analysis across our work digitally through our online digital platform (MSL) and across our activities departments to help us to assess who we are, and who we are not engaging.
4. To manage staff including the full-time research coordinator and any potential casual student staff.





Job description

To lead on the strategic development of our student insight work and collection of data across the organisation to help inform our decision making

- a) To develop an innovative approach to ensuring we meet our strategic aims in understand our members.
- b) To develop methods of gathering data in a co-ordinated, ethical and legal way.
- c) To carry out the annual "Leics Chat" survey or equivalent
- d) To work with our student voice team to triangulate feedback from student representatives, school reps and college reps against our wider data sets and our Advice team data
- e) To brief managers about key trend data through a series of dashboards to allow us to make effective strategic and operational decisions.
- f) To analyse our membership data to allow us to know who we engage, when and how.
- g) To develop methods of collecting engagement or activity data.
- h) Carrying out research with University of Leicester and other Students' Unions.
- i) To be the Unions lead on work with the university on NSS and to support work with the TEF alongside our student voice team.
- j) Develop the unions segmentation work to enable us to better understand how our members self-define or group themselves.
- k) To work with the University including members of the Business Intelligence and Reporting Team

To develop data and insight work to enable us to provide our student leaders with the information they need to best advocate for our members

- a) To brief student officers about key trend data through a series of dashboards or reports that highlight significant student issues, concerns or satisfaction gaps.
- b) To own the data transfer arrangements between the SU and the University
- c) To develop a range of opportunities each year designed to monitor student satisfaction and to flag key issues to help inform our lobbying and advocacy work
- d) To brief Full time and Part Time Officers about key trend data through a series of dashboards to allow us to make effective representation.
- e) To identify which student groups, have a less satisfactory student experience or disproportionately worse university outcomes and to employ research techniques to create a set of action plans for the union



Job description

To embed data analysis across our work digitally through our online digital platform (MSL) and across our activities departments to help us to assess who we are, and who we are not engaging

- a) To build and maintain plans for how we collect data across our engagement outside of our obvious direct club and society membership
- b) Understand and use the Unions CRM system 'MSL to create specific data and insights reports throughout the year
- c) Write briefings for staff to ensure proper entry of data into MSL and highlight areas of poor performance.
- d) To ensure strategic KPIs are measured robustly and reported through MSL or other reporting systems.
- e) To support a culture of learning and continuous improvement within the organisation around collection of, interpretation and application of data.
- f) Work towards being the data controller for the SU

To manage staff including the full-time researcher and any potential casual student staff

- a) To manage the performance and work flow of your staff team including any HR administration and the annual PDP.
- b) To train and maintain high skill levels of those you work with and upskill managers in other areas in some of the basic data and insight functions.





Person specification

In the supportive evidence of your application form, please demonstrate your experiences by giving specific examples for the criteria within the person specification.

A Application

A/I Application/Interview

Description	Essential	Desirable	Assesment
Education			
A good general standard of education. (A University Education is not required for this role)	■		A
A formal qualification in data, statistics or equivalent experience		■	
Experience			
In designing, delivering, analysing and presenting market research	■		A/I
In presenting complex data in an accessible way and to support decision making		■	A/I
Proven record of being able to influence stakeholder decisions based on data		■	A/I
Of gathering qualitative data through focus groups, workshops or similar	■		A/I
Of working in a fast paced, self starting environment	■		
Knowledge			
Understanding of ethical research practices	■		
Advanced level Excel skills and proficiency with other software analysis packages and survey design tools	■		A/I
Understanding of different cultures, nationalities, faiths and beliefs	■		A/I
High levels of numeracy and literacy	■		A
Knowledge of higher education and/or students unions and some knowledge of issues currently affecting students and institution	■		A/I

Description	Essential	Desirable	Assesment
Skills			
An effective communicator both in writing and verbally	■		A/I
Able to build effective relationships across the organisation including, students, staff, officers and key stakeholders	■		A/I
Proficient use of technology including the Microsoft Office suite, including MS Teams, web technologies and relevant survey and data capture technologies	■		A/I
Able to manage competing priorities	■		A/I
Able to present information in a clear and concise manner	■		A
Values & Ethics			
Willingness and ability to support the values of LSU	■		A/I
Organised and has an eye for detail	■		
Self starting and able to independently problem solve	■		
Enjoyment of working with, and understanding of students and a commitment to supporting a democratic and student-led environment	■		A/I
A willing team player with a positive attitude towards change	■		A/I



How to apply

If you're interested in this role, and believe you match the requirements, please email your CV, a covering letter and an EDI Monitoring form to:
su-vacancies@le.ac.uk

Application timeline

Applications Open: Tuesday 27th February

Applications Close: Monday 25th March, Midday

Interviews: Thursday 4th/Friday 5th April

