



Gloucestershire College is advertising this role on behalf of Gloucestershire Professional Services (GPS).

About the Role – Employment Details

Post Number	A182
Job Title	Student Data Systems Specialist
Salary	£31,457.54 - £33,472.35
Contract Type	Permanent – 37 hours per week
Campus	Gloucester
Department	Student Programmes
Reporting To	Student Data Manager
Holiday	32 days' annual leave, increasing to 37 days after 5 years', plus an additional 3 days during Christmas closure
Pension	People's Pension – 6% matched contribution

About the Role – Meet the Team

Student Data team is made up of 15 Data Administrators and two supervisors. We cover all three campuses but are based at the Gloucester Campus (by Gloucester Quays) and work predominately in the office.

The purpose of this role is to support staff in the effective use of the college's student data systems, providing training and advice to ensure consistency across all users.

This is a varied and exciting role focused on driving the effective use and continuous improvement of key learner and apprenticeship systems. Acting as the bridge between technical teams and end users, you'll provide expert support, solve complex issues, deliver training and turn business needs into practical system improvements.

You'll also lead apprenticeship invoicing and funding processes, ensuring accurate data, compliance and timely payments, while building strong relationships with finance, employers and internal teams. With responsibility for supervising staff and contributing to wider projects and process improvements, this role offers an opportunity to make a real impact across the College.

Our office is completely paperless, and all our processes are now electronic. We help with events like enrolment and open days, create reports when needed, and work closely with other teams across the college. It's a mix of problem-solving, multitasking, and supporting different departments to keep everything running smoothly for our students.



About the Role – Duties and Responsibilities

- To be responsible for the support, maintenance and administration of the learner systems, primarily but not limited to the Apprenticeship Tracking system and ProMonitor
- Through provision of first line support, manage support requests, monitoring queries and issues and ensuring that they are passed on to the relevant teams in a timely manner
- Monitor the success of systems by gathering feedback on their use and effectiveness, using this to make improvement recommendations for end users
- Train end users where appropriate, including developing training materials and making best practice recommendations.
- To supervise the work of the Student Data Systems Administrator within the Student Data team
- Manage staff performance and behaviours through appraisals and other processes that are clearly linked to GC Values, College KPIs and targets
- Proactively identify opportunities and make recommendations for improving processes, and work with Student Data Manager on implementing changes
- Work closely with the wider team to ensure that accurate, relevant and timely data is available to support reporting, and to certify that integration activities that reference the data warehouse are used and managed appropriately
- Form an important link between technical staff and end users, by communicating complex data/technical issues effectively between both groups of people and converting business requirements into system specifications and design
- Solve technical issues, undertake business analysis, requirement gathering, keeping users up-to-date with progress.
- Liaise with software suppliers and the IT Services team for problem resolution.
- Lead on process of invoicing apprenticeship employers
- Regularly check for gaps in invoicing, particularly where apprentices have changed employer
- Work with finance team to ensure payments are recorded on the ILR in a timely manner
- Maintain accurate records to ensure the evidence held is compliant with the current funding regulations
- Maintain effective communications with finance, employers and other staff around the college, to ensure efficiency of processes in respect to apprenticeship invoicing and funding
- Be the first point of contact for any apprenticeship financial queries so that they can be dealt with in a timely and professional manner
- To work proactively with finance, employers and other stakeholders to develop and maintain effective and productive relationships
- Assistance with any other tasks and projects



About You

Our Shortlisting Criteria

Essential	– System support/administration experience – Experience training others and developing training materials where appropriate. – Advanced skills in the use of the full MS Office suite, especially Excel. – Minimum GCSE grade 4 (or grade C) or equivalent Level 2 in English and mathematics. – Equality, Diversity & Inclusiveness, Safeguarding and PREVENT training or willingness to undertake.
Desirable	– Knowledge of the Further Education (FE) sector and the funding regulations – Experience within a data role – Use of multiple and varied data entry systems – Experience in planning, controlling and implementing processes and procedures. – Experience of working in an environment of funding guidance change and taking a lead in developing and implementing associated practical solutions to meet requirements

The Perfect Person for us will demonstrate

Abilities	– Able to make decisions under pressure in emergency situations – Excellent communication skills - ability to communicate with a diverse range of people – Excellent telephone manner – Capable of working with minimum supervision – Able to work to high standards and stay calm under pressure – Willing and able to deal with difficult customers – Able to organise time – effectively with a varied workload. – Ability to work accurately (attention_to_detail)
Job Circumstances	– Able to travel between college sites (if required) – Undertake any training required for the role – Hold an Enhanced DBS check or be willing to undertake a check. – This job description outlines the main duties at the time it was written. Tasks may change, but the role's overall nature and responsibility remain the same. These changes are normal and don't justify a change in the post's grading.



About the College – Our Expectations

- Take an active part in the Professional Development Conversations (PDC)
- Engage with all relevant Health & Safety regulations and assist the College in the implementation of its own Health & Safety Policy
- Actively promote the College's Equality and Diversity Policy
- Actively promote the College's Safeguarding Policy and Practices
- Support the College's sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way
- Participate in enrolment
- Participate constructively in college activities and to adopt a flexible approach to your work.
- Undertake a first-aid qualification and participate in the first aid rota, as required.
- Undertake any other relevant duties as specified by your line manager commensurate with the level of this post

Safeguarding

At Gloucestershire College, we are committed to promoting the welfare and safeguarding of our young people and vulnerable adults. The College expects all students, staff and visitors to share this commitment. Safer recruitment practices are an essential part of this commitment.

If shortlisted, you will be required to complete a self declaration of any criminal record or other information that may make you unsuitable to work with children. This includes explaining any gaps in employment. Applicants will be required to disclose any cautions, convictions, reprimands or final warnings in line with the Rehabilitation of Offenders Act. The College is committed to the fair recruitment of ex-offenders in line with its policy and legal responsibilities.

Candidates will be asked to provide evidence of their right to work in the UK. Satisfactory references and online searches will also be completed as part of the safer recruitment process. The online search reviews publicly available information, including social media, to identify any concerns that may require further discussion. References may be requested either before interview, with consent, or following an offer of employment.

All successful applicants will be required to complete an enhanced DBS check appropriate to the role.