

## Data and Returns Manager Job Description

**Department:** Academic Registry

**Reports To:** Registrar

ACM is a specialist music education provider with approximately 2,200 students on a range of FE and HE programmes in Music Performance, Creative Artist, Production, Technical Services, Business, Rap/MC and Games. Our creative and dynamic environment blends academic excellence and professionalism alongside leading-edge industry thinking and business innovation.

### **ACM's Vision:**

ACM will nurture potential and talent, supporting the personalised development needs of our students to facilitate a structured path from education to employment.

We provide a safe and supported space where creative talent and imagination can flourish in a caring environment. Barriers to learning are identified through a holistic and person-centred approach to unlock the potential of the individual, enabling personal growth through professional and academic development. Our core aim is for our students to enjoy lifelong sustainable careers underpinned by applied learning and a specialist, cutting-edge curriculum.

Therefore, our vision is to not only be the leader in applied, industry-connected, creative arts education but to also be the leader in care and support for mental health and other traditional barriers to learning, thereby driving up the standards expected within higher and further education.

### **ACM's Mission:**

To provide an immersive student experience, with a curriculum which is connected to the industry in real-time, based on a learning by doing ethos. Our core aim is to build confidence and self-awareness, providing students with the skills necessary to recognise and take opportunities.

Ultimately our mission is to enable students to fulfil their potential and enjoy a sustainable career within the creative arts industry.

### **ROLE PURPOSE:**

The Data and Returns Manager's primary duties will be carried out in collaboration with the other staff within the Academic Registry department in ACM's approach to data collection, regulatory and statutory reporting, and business intelligence.

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## MAIN RESPONSIBILITIES:

- To manage annual/cyclical regulatory returns, including the HESES, Student Return, Staff Return, Unistats/KIS, Graduate Outcomes, HE-BCI and Provider Profile returns in HE, and any FE data returns required by our FE partners, including project management, data input, preparation of the submission, quality checks and associated actions that follow.
- To manage other requests for data arising from elsewhere in the organisation, as required, which may be for the purpose of data return to the regulator (for instance in the area of Access and Participation) or for internal need.
- To manage the embedding of quality and standards in relation to people, process and technology (together comprising a 'system') for maintaining the student record, ensuring internal and external regulatory needs are met,
- To work with the Student Records Officer specifically to maintain student registration records needed to facilitate collaborative provision with validating and franchised education partners.
- To audit data by way of a documented process, in pursuit of offering quality assurance around the data held in ACM systems.
- To work with other colleagues, assisting by way of data investigation as needed, with reference to investigations into Academic Appeals, student complaints, Fitness to Study cases and Student Disciplinary matters.
- To work to present data relevant to the organisation in accessible ways, visualising information in such a way that creates business insight through the development of
- To work with colleagues across the organisation to contribute to the business intelligence programme, developing and building upon existing functionality in the way of dashboards and other BI presentational tools themselves, and training others to do the same.
- To work with colleagues across the organisation to identify, define and develop new areas of focus for business intelligence initiatives, as well as to identify new data sources for inclusion in dashboarding initiatives.
- To work with colleagues in IT to ensure the security and ongoing accessibility of data and associated systems at ACM.

## Key Performance Indicators:

### Administration:

- Effectiveness of planning and proactivity in annual schedule of activities;
- Efficiently handling activities and effectively prioritising.

### Knowledge of work:

- Demonstrates understanding of the role responsibilities and all phases of activity;
- Demonstrates understanding of ACM's policies and procedures.

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Communication:

- Provides relevant and timely information to line manager and operational meetings via well-structured reports;
- Demonstrates effective communication of information to coworkers and other operational/procedural stakeholders in a timely and clear manner.

Teamwork:

- Demonstrates cooperative spirit;
- Involves all relevant stakeholders in tasks and activities;
- Does not contain work and responsibilities to a silo.

Decision making/ problem solving:

- Makes timely and practical decisions;
- Demonstrates effective understanding of problems when they arise and takes appropriate action in a timely manner.

Customer responsiveness:

- Resolves student issues and queries within ACM's Service Level Agreement;
- Communicates effectively with students to manage dissatisfaction or anxiety, working to enhance the student experience;
- Communicates effectively to students to help them understand information relevant to their programme and registration, as well as ACM's quality assurance processes and policies.

Dependability:

- Maintains good punctuality;
- Maintains good personal attendance record;
- Complies with instructions and effectively meets deadlines;
- Effectively prioritises responsibilities and deadlines.

**Essential**

- Knowledge and experience of owning data returns on an end to end basis, within the Higher Education sector.
- Excellent information technology skills, with knowledge of the differences and interactions between functional data based systems and reporting tools.
- Good understanding of the potential benefits and improvements afforded to business processes by the application of technical solutions.
- Excellent interpersonal skills with the ability to develop effective working relationships with colleagues at all levels within an organisation.
- Developed communication, training and presentation skills.
- A creative and innovative approach to problem-solving.
- Highly organised and able to successfully manage a varied workload to tight deadlines.
- Committed to ongoing training and personal development.

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- An ability to present complex information in a succinct and intuitive manner.

### ***Desirable***

- Experience of data visualisation tools such as Tableau, PowerBI etc.
- Experience of leading user requirement workshops.
- An understanding of GDPR and other relevant legislation pertaining to data
- Experience of working at an Independent Higher Education provider.

### **Special Requirements**

- Willingness to work flexible hours as required during peak work times;
- Willingness to travel between campuses as required.

### **All ACM staff work to the same values which are:**

#### ***Inclusivity***

To empower individuals from diverse backgrounds, to maintain accessibility, and provide an inclusive organisational culture.

#### ***Supportive environments***

To provide environments that support personal and professional development through a holistic approach and bring the benefits of the creative arts to the wider community.

#### ***Agility and innovation***

To provide an inspiring organisational culture that embraces innovation through openness, flexibility, creativity and self-evaluation.

#### ***Connectivity***

To recognise the benefits of working closely with industry and others, to embrace new technologies, and to provide meaningful opportunities, in order to enhance learning.

#### ***Professional and academically strong standards***

To provide state of the art professional environments, to inspire determination and enthusiasm, and ensure high professional and academic standards

*Please be aware all ACM staff must undergo a Disclosure and Barring Service Check prior to starting. This will need to be renewed once every three years.*

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*This job purpose reflects the core activities of the post. As the Department and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. ACM expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.*

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