

## RECRUITMENT PACK

This document includes the following information:

- Job Description
  - Person Specification
  - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 24 October 2018

Interviews are planned for: w/c 5 November 2018



## JOB DESCRIPTION – Job ref REQ01964

<b>Job Title and Grade:</b>	Evaluation and Monitoring Assistant Grade 5
<b>Contract:</b>	Fixed-term, Full-time. This post is fixed-term until 31 July 2019
<b>Hours:</b>	36 hours per week
<b>Salary:</b>	£22,017 - £25,483 per annum
<b>Department/Section:</b>	Communications and External Relations
<b>Responsible to:</b>	Director of Communications and External relations
<b>Reports on a day to day basis to:</b>	Evaluation and Monitoring Officer
<b>Purpose of job:</b>	To undertake data analysis and create new reports to inform the Make Happen programme's decision-making, planning and monitoring of its performance. In addition, the assistant will provide support to dashboard (Higher Education Access Tracker (HEAT)) users, answer staff queries and develop/enhance existing user and training documentation.

**Duties of the Post:**

The main duties of the post will include:

1. To undertake data analysis used to inform decision-making;
  - a. Providing information / analysis to support the development of reports used to inform institutional performance, planning, and decision-making.
  - b. Using HEAT reports to identify trends and patterns in performance and to benchmark certain data against other Higher Education (HE) institutions.
  - c. With direction, gather data and undertake analysis in new areas of outreach engagement to inform the Make Happen project.
2. To support Make Happen's strategic planning process;
  - a. Support the maintenance of the HEAT portal, the University's portal for key performance indicators for engagement and outreach work.
  - b. Support the enhancement of existing and development of new planning process related documents (e.g. guidance, policies and evaluation material).
3. To support the creation and review of user facing documentation and web content;
  - a. Provide analysis for or support the creation of documents to be requested by the Evaluations and Monitoring Officer.
  - b. Creating and reviewing surveys, reports and communication materials.
  - c. Updating / reviewing the user facing data glossary as new data is loaded.
  - d. Creating / updating the project web pages via Survey Monkey.
4. To answer user queries / requests received by Make Happen's Outreach Team;
  - a. Undertaking the initial 'triage' of new queries received (to record them using shared portal).
  - b. Answering queries at first point of contact (where feasible) using CEDRS output.



- c. Assigning more complex queries to the appropriate colleagues.
  - d. Support the overall monitoring of requests / escalation of outstanding queries.
  - e. Helping to share awareness across the team about the nature of queries received and identify opportunities to decrease the number of certain incoming queries.
5. To provide support in stakeholder engagement and communications activities;
- a. Helping to coordinate and enhance our engagement with stakeholders. This involves collaborating and liaising with colleagues across the University.
  - b. Helping to organise user training including development of training material.
  - c. Helping to support communications activity to keep our stakeholder engaged and informed.
6. Any other duties as may be assigned from time to time by the Director of Communications and External Relations or their nominee.

***These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.***

**Terms of Appointment:**

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

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## PERSON SPECIFICATION

<b>JOB TITLE: Evaluation and Monitoring Assistant</b>
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**Qualifications /Training**

	<b>Essential</b>	<b>Desirable</b>
▪ An honours degree or equivalent level / industry related qualification or experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Evidence of continuing professional development in related areas (for example information management / statistical analysis)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Experience/Knowledge**

	<b>Essential</b>	<b>Desirable</b>
▪ Experience of data analysis and report development	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience providing good levels of customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience manipulating data using Excel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A basic understanding of database and data warehouse concepts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience using Tableau or a similar reporting tool	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ An understanding of the Higher Education Access Tracker (HEAT)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Knowledge of the HE sector and an understanding of the outreach agenda	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A knowledge and understanding of the Office for Students National Collaborative Outreach Programme (NCOP) project	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Skills/Abilities**

	<b>Essential</b>	<b>Desirable</b>
▪ An aptitude for problem solving and tackling complex challenges	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A good level of numeracy, analytical skills and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good communication skills (both written and oral) with the ability to clearly present, document and explain complex data and concepts in non-technical language	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to understand business requirements and translate data into tangible and meaningful content for users	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Excellent planning and organisational skills, with a methodical approach to technical tasks, a proven capacity to prioritise and deliver high quality work on time, with appropriate attention to detail and accuracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ A proven ability to work independently or as part of a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to interact effectively with people of varied technical ability and/or levels of seniority across the organisation	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other**

	<b>Essential</b>	<b>Desirable</b>
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Flexibility to occasionally work weekends and evenings where required	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the



successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

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## ADDITIONAL INFORMATION

### Communications and External Relations

You can find more information about the department at the following link:

<http://www.essex.ac.uk/cer/>

For further information about National Collaborative Outreach Programme at <https://www.officeforstudents.org.uk/advice-and-guidance/promoting-equal-opportunities/national-collaborative-outreach-programme-ncop/> and Make Happen at [www.makehappen.org](http://www.makehappen.org)

### General information

There will be a requirement to work evenings and some weekends.

Informal enquiries may be made to Chloe Mayhew, Senior Collaborative Outreach Officer (telephone: 01206 874897 e-mail: [chloe.mayhew@essex.ac.uk](mailto:chloe.mayhew@essex.ac.uk)). However, all applications must be made online.

### People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

### Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit [www.wivenhoeParkDayNursery.co.uk](http://www.wivenhoeParkDayNursery.co.uk)
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

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