RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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 874588/873521/873461) for help.

Closing Date: 21 March 2018 (previously 4 March 2018)

Interviews are planned for: To be confirmed (previously planned for 26 March 2018)

JOB DESCRIPTION – Job ref REQ01153

Job Title and Grade:	Senior User Support and Training Officer Grade 8
Contract:	The post is fixed-term, part-time for 9 months in the first instance to cover a period of maternity leave for an existing member of staff (see General Information)
Hours:	18 - 20.5 hours per week (working pattern to be agreed)
Salary:	£32,548 - £38,832 per annum (pro-rata)
Department/Section:	User Support and Training, UK Data Archive
Responsible to:	Director of UK Data Archive
Reports on a day to day basis to:	User Support and Training Manager
Purpose of job:	The post-holder will be part of the User Support and Training Team, including a focus on supporting users who access sensitive data via the Secure Lab and the onsite Safe Centre. The person appointed will play a key role in the UK Data Service assisting users in locating, accessing and using appropriate datasets from the online Data Catalogue, ensuring access conditions are met, and providing advice on dataset content and analysis. They will be involved in development of value-added survey resources based on UK Data Service holdings, and improving UK Data Services access services generally. They would be involved in administering strict government guidelines on accessing potentially disclosive data in a secure environment; training users how to use the system, what their legal responsibilities are, and how to undertake simple statistical disclosure assessments of outputs. They would be responsible for running statistical disclosure checks on analytical outputs, liaising with the service manager and data owners over complex cases.

Duties of the Post:

The main duties of the post will include:

Helpdesk (Data Support):

- Providing frontline service for user enquiries, for example, advising users on identifying data required for projects.
- Use of a variety of resource discovery and analytical tools to assist researchers to locate, access and use datasets of interest. This will primarily apply to UK Data Service holdings but the post-holder may, where appropriate, be required to direct researchers to sources of information held elsewhere.
- Assisting users with other queries relating to datasets, including solving data quality problems, undocumented variables, and data structure issues which may require liaising with data owners to resolve.
- Advising and training users on data linkage issues.
- Advising users as to dataset content and usability, and helping users identify potential problems and solutions regarding the use of data for their particular research interest. This

will involve extensive use of documentation and the data files themselves, and the potholder will be expected to accumulate knowledge of their structure and content.

- Working with other UK Data Service staff to develop value-added products involving UK Data Service datasets. This may include products such as web-based help services, specific to certain data series or products to assist in the use of data in teaching.

Output Checking:

- Running statistical disclosure checks on user analytical outputs, and liaising with senior staff and data owners over complicated cases.

Liaison:

- Liaise with data depositors regarding ingest and processing of transactional data where required. This could involve requesting information about survey microdata data (or types of administrative records and processes from which data are derived) to create documentation and metadata.
- To liaise with depositors e.g. Virtual Microdata Laboratory at Office for National Statistics.

Security:

- Be familiar with security needs; understand the importance of accurate record-keeping; and adhere to University procedures and UK Data Service procedures and all relevant legal standards and requirements, including ISO 27001.

Linkage:

- Responsible for preparing administrative data for linkage and for performing permitted data linkages as a Trusted Third Party, both among administrative data sources and also with other survey data sources, in a strictly security-controlled environment to exacting legal requirements.

Team-working:

- Participate in projects and represent the section at meetings, as appropriate; actively contribute to information exchange within the section and between other sections and service partners as appropriate.
- Contribute to report writing, website content and other written service communication.
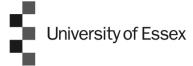
Training:

- To transfer the skills required in the above roles to other staff when required.
- To provide training to users who are accessing Secure Data via the Secure Lab.
- Providing presentations on the UK Data Service in a variety of venues, such as user workshops, organisational representatives' conferences, and university departmental seminars. The post-holder will proactively seek and develop new training opportunities, and work to improve links between the UK Data Service and relevant external stakeholders.

Other duties:

- Participate in collecting management information relating to the department's activities that can be used to track and improve procedures or services; report this information through the appropriate organisational channels.
- Any other such duties as may be assigned from time to time by the Director 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#

The UKDA is ISO27001:2013 certified. All UKDA employees have a responsibility to adhere to the Archive's information security policies and procedures. This post holds specific duties with regards to information security and is therefore subject to a Baseline Personnel Security Standard (BPSS) check, including verification of identity; nationality and immigration status; employment history (past 3 years) and criminal record.

February 2018

PERSON SPECIFICATION

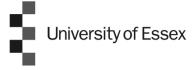| **JOB TITLE:** Senior User Support and Training Officer |
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Qualifications/Training

	Essential	Desirable
▪ Undergraduate degree or equivalent (BA, BSc)	☒	☐
▪ Postgraduate qualification (MA, MSc, PhD) in Social Science or other relevant discipline	☒	☐

Experience/Knowledge

	Essential	Desirable
▪ Experience of handling large datasets, especially survey microdata	☒	☐
▪ Knowledge and understanding of the social science data/survey landscape	☒	☐
▪ Knowledge of researchers' data needs and working habits	☐	☒
▪ Experience handling and using sensitive data	☒	☐
▪ Awareness of new technical innovations in the dissemination and access of data	☒	☐
▪ Understanding of relevant resource discovery technologies (e.g. search tools)	☐	☒
▪ Experience with linking administrative data to survey data	☐	☒
▪ Previous experience of applying quantitative research methods using microdata sources	☒	☐

Skills/Abilities

	Essential	Desirable
▪ Excellent communication skills both written and spoken, for conveying information to a wide range of stakeholders with differing levels of expertise and understanding	☒	☐
▪ Experience of using social science statistical packages, e.g. SPSS, STATA, R	☒	☐
▪ Familiarity with econometric methods and data linkage	☒	☐
▪ Ability to use initiative to solve problems	☒	☐
▪ Knowledge and experience of creating and enhancing data documentation and metadata	☐	☒
▪ Customer Service knowledge and experience of supporting users	☒	☐
▪ Excellent problem solving skills	☒	☐
▪ Accuracy and attention to detail	☒	☐
▪ Flexibility and the ability to adapt quickly to different forms of change	☒	☐
▪ IT literate and familiarity with email, MS Office, networks and internet technologies	☒	☐
▪ Ability to work independently as well as part of a team	☒	☐
▪ An organised and methodical approach to work	☒	☐
▪ Time management and prioritisation skills to enable deadlines to be met	☒	☐

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	☒	☐
▪ Can fulfil the staff vetting procedure for Government contracts (see general information for more details)	☒	☐
▪ Understanding of data confidentiality and statistical disclosure control	☐	☒

* 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

February 2018

University of Essex

ADDITIONAL INFORMATION

UK Data Archive

You can find more information about the UK Data Archive and the UK Data Service at the following links: http://www.data-archive.ac.uk/ and https://www.ukdataservice.ac.uk/

People Supporting Strategy

Please find a link to the People Supporting Strategy.

https://www1.essex.ac.uk/restricted/staff/documents/strategy/people.pdf

General information

Informal enquiries may be made to Hersh Mann, User Support and Training Manager (telephone 01206 872230 or email hmann@essex.ac.uk). However, all applications must be made online.

This appointment is for a fixed-term period of 9 months in the first instance in order to provide cover for a permanent member of staff who is absent from work on maternity leave. You should note that should the permanent member of staff choose to return to her post earlier than the end date of this contract then a notice period of 1 month, instead of 3 months, shall apply to the ending of this appointment.

The UKDA is ISO27001:2013 certified. All UKDA employees have a responsibility to adhere to the Archive's information security policies and procedures. This post holds specific duties with regards to information security and is therefore subject to a Baseline Personnel Security Standard (BPSS) check, including verification of identity; nationality and immigration status; employment history (past 3 years) and criminal record.

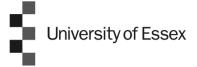**Staff Vetting Procedures for Government Contracts**

The University of Essex has Government contracts, some of which require it to access Government systems, information or data. We have a duty to protect these assets and this obligation extends to our employees.

Due to the nature of the work, applicants who are offered employment in this role will be subject to a vetting procedure before the appointment is confirmed to enable the University to verify the following for the successful candidate:

- Identity
- Employment history (for a minimum of the past 3 years)
- Nationality and immigration status
- Criminal Record (unspent convictions only)

Criminal Record Disclosure Checks

We encourage all applicants to provide details of warnings, reprimands, cautions or unspent criminal convictions at an early stage in the application process. Should you wish to declare such information, please email the Resourcing Team in confidence, (resourcing@essex.ac.uk) attaching brief details, or alternatively post details to the Resourcing Manager, Human Resources, University of Essex, Wivenhoe Park, Colchester CO4 3SQ. This information is seen only by those directly involved in the recruitment process. Should you be appointed to this post you will be asked to make an application for a Basic criminal record Disclosure. This only asks about unspent convictions. More information about the process can be at https://www.gov.uk/government/organisations/disclosure-and-barring-service .

Having a criminal record will not necessarily bar you from working with us – this will depend on the nature of the position and the circumstances and background to your offence. A copy of the University of Essex policy on the recruitment of ex-offenders is available on the University website: https://www1.essex.ac.uk/hr/managers/recruitment/ex-offenders.aspx

Benefits

Our staff and students are members of the University for life. We believe a person's potential is not simply defined by grades or backgrounds, but by a willingness to question, to collaborate and to push at the edges of knowledge and their own potential.

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
- Childcare vouchers
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension, childcare and bicycle schemes)

This document is produced by:

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