

# Job Description



## Summary

<b>Job title</b>	DARS Data Analyst
<b>Division</b>	University Administration and Services
<b>Department</b>	Development and Alumni Engagement
<b>Location</b>	University Offices, Wellington Square, Oxford OX1 2JD - but you may be able to agree a pattern of regular remote working with your line manager.
<b>Grade and salary</b>	Grade 7: £38,674 - £46,913 per annum with a possible extension to £51,059 - including an Oxford University Weighting of £1,500 per year (pro rata).
<b>Hours</b>	Full time (37.5 hours)
<b>Contract type</b>	Permanent
<b>Reporting to</b>	DARS Data & Migrations Team Lead (Peter Burnett – peter.burnett@dae.ox.ac.uk)
<b>Vacancy reference</b>	177347
<b>Additional information</b>	We support a range of flexible working arrangements, including when and where you work. The responsibilities of this post mean that you will need to work on-site regularly. We would be happy to discuss this with you at any point in the application process.

## Development and Alumni Engagement (DAE)

DAE is led by Liesl Elder who, as Chief Development and Alumni Engagement Officer at the University of Oxford, reports directly to the Vice-Chancellor. DAE's mission is to help secure philanthropic support for the University, and build an engaged, informed and active alumni community. Through working in partnership with academic, development, and alumni colleagues throughout the collegiate University, DAE builds enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and increases financial support for agreed academic priorities.

The office is one of the central administrative departments of the University, collectively known as University Administration and Services. Due to the nature of its work, DAE collaborates closely with a number of other units and teams, particularly Public Affairs, Finance, Research and Legal.

In 2019, the University and the colleges completed the *Oxford Thinking Campaign*, which raised £3.34bn, and is the most successful higher education fundraising campaign in Europe. The University is currently planning its next major campaign and, as a member of DAE, the post holder will have a key role to play in helping realise its successful delivery.

In addition to front-line fundraising and alumni engagement staff, DAE has a number of teams that cover particular support functions. These include:



- Donor Relations
- Events
- Research
- International Engagement
- Development and Alumni Relations Systems (DARS) (which supports the Development and Alumni Relations database)
- Communications
- Marketing and Insights

It also works closely with Gift Registry, part of the Finance Division, which records and processes donations received by the University and on behalf of colleges. In addition, there are four overseas offices whose remit includes development and alumni engagement; these offices are located in North America, Japan, Hong Kong, and Europe.

For further information please visit: [Development Office \(ox.ac.uk\)](https://development.ox.ac.uk) and [HOME | Oxford Alumni](https://home.ox.ac.uk)

DAE is committed to equality and values diversity. The University holds a silver Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

## The role

### **Fundraising at Oxford:**

The University of Oxford is founded on the quality of its teaching, scholarship and service to society. It is working harder and faster than ever to create new knowledge and find answers to global problems, helping to make a more equitable society and educate the next generation of leaders.

Philanthropy plays a critical role in enabling Oxford to maintain and build on its status as a world-class centre of learning. Major and principal gifts have played a significant part in our success with the *Oxford Thinking* Campaign and these gifts have made a number of important projects possible. Recent significant donations have brought the following projects to fruition:

- *The Stephen A. Schwarzman Centre for the Humanities* will be the new home for humanities at Oxford, providing state-of-the-art facilities for seven faculties, the Institute for Ethics in AI, and the Oxford Internet Institute. It will house a new humanities library, as well as public-facing exhibition and performance spaces
- *The Ineos Oxford Institute for AMR Research* is a new cutting-edge institute to combat the growing global threat of antimicrobial resistance (AMR) in both humans and animals
- *Reuben College* is Oxford's newest college, bringing graduate students and academics from traditionally different disciplines together to work on global challenges including artificial intelligence and machine learning; environmental change; ethics and values; and cellular life
- *The Poonawalla Vaccines Research Building* will house over 300 research scientists providing the focus and scale for the University's major vaccine development programmes, allowing a rapid expansion of this fast-growing, translational area
- *The Moh Family Foundation* is supporting the work of Oxford University's Pandemic Sciences Institute, greatly strengthening its ability to identify and counter future pandemic threats and ensure equitable access to treatments and vaccines around the world
- *The Bennett Institute for Applied Data Science* has been established to pioneer the better use of data, evidence, and digital tools in healthcare and policy, optimising the impact of interventions to achieve improved outcomes

- *The Dieter Schwarz Foundation* is supporting an ambitious programme of research dedicated to investigating the impact of AI and other game-changing technologies. They have also provided a major boost to the study and teaching of German at Oxford, principally through the endowment of the Schwarz-Taylor Chair in the German Language and Literature

The University of Oxford has been successful in raising donations from a broad, international range of donors, including alumni, non-alumni, foundations and trusts, and corporations.

**Key relationships:** Development and Alumni Relations colleagues within the central teams and across the collegiate University, including colleges, departments, galleries, libraries and museums; IT Services (including: Infrastructure Services, Database Administration, Customer Service and Information Security, Information Compliance Team), External suppliers.

**Purpose:** To meet the objectives outlined below and other key strategic priorities as identified by the University.

This is a new role as a result of a departmental reorganisation within the Development and Alumni Relations Systems (DARS) Team, part of the University's Development Office. DARS is a suite of CRM applications that are used to manage customer relationship data in support of the development (fundraising) and alumni relations objectives across the University. These include: Blackbaud CRM, Blackbaud Internet Services and Tableau visual analysis. There is a user community of over 500 staff and 79 sites including central fundraising and alumni relations teams, colleges, departments, galleries and museums and there is an ongoing programme to migrate further users onto DARS.

The DARS Team is a key specialist unit, encompassing technical systems support (environment management, configuration, functionality, helpdesk), user engagement, data management and migrations. The team consists of 20 colleagues working in three teams: Application Support, Data & Migrations, and User Engagement. The DARS Team works closely with the Alumni Engagement Team, Marketing Communications Team, Gift Registry and IT Services to provide the DARS service.

The DARS Data and Migrations Analyst will have particular responsibility for detailed reporting and analysis of data quality issues on DARS, and providing expert guidance to existing and new Participants on the best ways to assure and maintain the quality of their data. This support will include assisting new DARS Participants (colleges and departments) with the preparation and migration or integration of their data into DARS, ensuring that records maintain high levels of data quality and integrity.

The post holder will be a service-oriented and pro-active individual with excellent communication and interpersonal skills. The post holder will thrive in a complex and demanding environment that is committed to excellence.

The Development Office culture is professional, collaborative and service-oriented, and values transparency, flexibility, trustworthiness, tenacity, energy, drive and the ability to act as an ambassador for the office and for the collegiate University.

The post holder will be able to use the support services provided. The post holder will be based in central Oxford, but they may be able to agree a pattern of regular remote working with their line manager.

The line manager will regularly review progress. There may be opportunities for career development within the University. The office seeks to support and encourage staff to help them reach their potential, providing access to appropriate courses and training whenever possible, as well as a comprehensive induction process.

The work of the Development Office covers a wide range of activities and priorities which will inevitably change from day to day. All staff operate as a team, and, while each has their own responsibilities, they are expected to assist each other in peak periods. The post holder will need to become conversant with the University as a whole and especially with the numerous DARS users and participants.

### **Development and Alumni Engagement values**

The following points lay down the foundations of DAE's working ethos, culture and values. Aspirational and celebratory in turn, they provide a central framework for individual members of staff and teams, encouraging personal and professional growth.

- **We value each other** – We respect the professional expertise of our colleagues. An approachable, friendly and kind office, we work in an environment where transparency of action and clarity of intent create openness and trust.
- **We work collaboratively** – Whether within our own teams, across DAE, the collegiate University, or beyond, working collaboratively is second nature to us, and enables us to navigate complicated landscapes successfully.
- **We go beyond** – We prize working with a high degree of autonomy and trust, and deliver a wide range of projects to the very highest standards. We are committed to personal, professional development.
- **We are part of something bigger** – Our work supports the strategic priorities of the University of Oxford. We take pride in the contribution we – individually and collectively – make to the University.

## Responsibilities

The duties of the post are set out as they are envisaged at present, but it will be important for the person appointed to be versatile and adaptable, and able to contribute to the development of the fundraising and alumni engagement functions of the collegiate University.

### Team Management

- Supervise some of the activities of other members of the Data & Migrations Team. This will include coordinating the efforts of Data Officers and DEA's (Data Entry Assistants) in order to ensure that tasks are completed to a high standard.
- Manage own workload and proactively report status of activities to the Data & Migrations Team Lead on an ongoing basis. This includes any issues / risks which can impact desired performance.

### Data Migration

- Assist with the definition of and improvements to data quality standards, and work to ensure that all data, including migrated data, meets those standards. This includes, but is not limited to:
  - Developing improved methods for system-wide monitoring by the DARS team and Participants, of data quality (fitness for the purposes/use of the data), data protection compliance and adherence to the DARS Rules for Participation.
  - Developing and testing data fixes to correct and improve existing live data, in collaboration with the DARS Application Support and IT Development Teams
  - Transforming and importing data from external sources into DARS
  - Providing expert training, advice and assistance to Participants with regard to effective data structures, cleansing and enhancement.
- Deliver support for new DARS participants through the design and implementation of all stages of a data migration project, as well as contributing to the enhancement of the migration methodology through structured project reviews. This includes but is not limited to:
  - Support of migrating colleges or departments in achieving a shared understanding of the DARS data model and processes, and working with them to ensure that data coming into DARS meets sufficient levels of quality and integrity.
  - Definition of requirements, including design, for any changes to DARS processes and/or system reference data that are required.
  - Assisting migrating colleges or departments in the preparation and review of data for migration, including data quality remediation, mapping and matching of data, and coordination of all data preparation tasks
  - Delivering data-relevant training and mentoring of staff at the new DARS participant College/Department.

- Following-up and delivering post migration support by actively engaging and responding to data-related DARS Service Desk inquiries from sites that have recently migrated, and engagement of new participant users in data governance activities (helping users to maintain the quality of their data).

#### Data analysis and reporting

- Build and maintain a high level of up-to-date knowledge of the DARS database structure and policies (where and how to find/access/import/export data, what data is stored, best practice for how it should be entered/maintained), as well as the relevant legislation and regulation governing these (GDPR/Data protection/PECR/DARS privacy notice etc), in order to provide appropriate advice, guidance and training in relevant areas.
- Proactively develop and maintain effective relationships with DARS stakeholders at all levels from across the University (including Colleges, Academic Departments, Gardens, Museums and Libraries) with the aim of improving the users' DARS-related knowledge, practices and experiences, in particular those involving data assurance, data migration, data quality, data governance, and data analysis.
- Be a key contributing member of the DARS Data Governance and Stewardship Group (DGAS) and present at regular meetings/conferences.
- Deliver appropriate support to all users on issues of data management, such as reporting, querying, exports, imports, revenue specific processes and matching data with other database systems.
- Take ownership of the requirements gathering, documentation, design, development, testing, implementation and troubleshooting for both basic and complex analytical/operational reporting projects produced for Senior Management, UODO, and other DARS participants using the DARS applications, Tableau, Power BI, Alteryx and other relevant tools.
- Develop ways of extracting and transforming the data from DARS in order to meet the reporting requirements of UODO and college fundraising teams. This includes, but is not limited to:
  - Regularly reviewing the suitability and effectiveness of the way requested management and other reporting solutions are delivered
  - Pursuing continuous improvement
- Support the management of data by UODO specifically and the collegiate University in general, by performance of the following:
  - Map data flows of Development and Alumni related data across the organisation
  - Support the maintenance and extension of data models for DARS
  - Assist in the agreement of standard definitions, the gathering and documentation of new requirements for data, processes, and reports, and analysis which addresses business issues and data challenges for Development and Alumni Relations teams
  - Contribute effectively to processes for collecting, mapping the flow of, storing, assuring and utilising data.
  - Proactively advise on, monitor, document, streamline and otherwise suggest improvements to business processes involving data.
  - Actively promote a culture of data excellence in the DARS user community and across the collegiate University through consistent application and communication of best practice

You will also carry out any other duties which are requested by the line manager and are commensurate with the grade of this post.

## Selection criteria

### Essential selection criteria

- A high level of general education to degree level in an IT related subject, or able to offer the equivalent in terms of professional training and experience

- Experience of successfully working with relevant database solutions and the appropriate toolsets for extracting, analysing, manipulating and reporting data
- Proven track record of planning and taking responsibility for a range of data-related tasks through all stages of a project, including adherence to strict and overlapping work request deadlines and schedules, and of working effectively individually as part as of a wider team
- Experience of gathering and documenting requirements, and developing and documenting specifications for solutions to these requirements
- Proven excellent written and verbal communication skills, including the ability to relate confidently and effectively with both technical and non-technical colleagues, and via all appropriate mechanisms including email, telephone, face-to-face and screen-sharing
- Excellent analysis, analytical and innovative technical and problem-solving skills
- Proven ability to work consistently to a high level of detail and accuracy
- Highly confident use of the Microsoft Office toolset, including experience of Excel functions, and an understanding of file types and file formats
- Enthusiastic and positive attitude towards working with all aspects of data management and use in a changing environment, as well as a track record of being proactive, assertive and adaptable
- Evidence of understanding of and commitment to data quality and data privacy as well as how it relates to storage and use of data
- Proactive approach to relationship building: with other DARS teams, in the central university office and within the user community
- Passionate about a customer-focused approach and understanding the user's needs

To be assessed by CV/application

*Experience and knowledge*

- A high level of general education to degree level in an IT related subject, or able to offer the equivalent in terms of professional training and experience
- Experience of successfully working with relevant database solutions and the appropriate toolsets for extracting, analysing, manipulating and reporting data
- Proven track record of planning and taking responsibility for a range of data-related tasks through all stages of a project, including adherence to strict and overlapping work request deadlines and schedules, and of working effectively individually as part as of a wider team
- Experience of gathering and documenting requirements, and developing and documenting specifications for solutions to these requirements

*Skills and abilities*

- Proven excellent written and verbal communication skills, including the ability to relate confidently and effectively with both technical and non-technical colleagues, and via all appropriate mechanisms including email, telephone, face-to-face and screen-sharing
- Proven ability to work consistently to a high level of detail and accuracy
- Highly confident use of the Microsoft Office toolset, including experience of Excel functions, and an understanding of file types and file formats

## To be assessed in interview

### *Experience and knowledge*

- Experience of successfully working with relevant database solutions and the appropriate toolsets for extracting, analysing, manipulating and reporting data
- Proven track record of planning and taking responsibility for a range of data-related tasks through all stages of a project, including adherence to strict and overlapping work request deadlines and schedules, and of working effectively individually as part as of a wider team
- Experience of gathering and documenting requirements, and developing and documenting specifications for solutions to these requirements

### *Skills and abilities*

- Proven excellent written and verbal communication skills, including the ability to relate confidently and effectively with both technical and non-technical colleagues, and via all appropriate mechanisms including email, telephone, face-to-face and screen-sharing
- Excellent analysis, analytical and innovative technical and problem-solving skills
- Proven ability to work consistently to a high level of detail and accuracy
- Highly confident use of the Microsoft Office toolset, including experience of Excel functions, and an understanding of file types and file formats

### *Attitudes*

- Enthusiastic and positive attitude towards working with all aspects of data management and use in a changing environment, as well as a track record of being proactive, assertive and adaptable
- Evidence of understanding of and commitment to data quality and data privacy as well as how it relates to storage and use of data
- Proactive approach to relationship building: with other DARS teams, in the central university office and within the user community
- Passionate about a customer-focused approach and understanding the user's needs

### *Desirable selection criteria*

- Experience of Blackbaud software solutions such as Blackbaud Enterprise CRM and Blackbaud Internet Solutions
- Experience of database and reporting tools such as SQL, MS Report Builder, MS Reporting Services, MS Access, Tableau (or reporting solutions in general), Power BI, and/or SPSS
- Experience of database design (including modelling)
- Experience of mapping processes or data flows
- Experience of working in a higher education organisation
- Experience of working in fundraising, marketing or finance
- Experience of working with complex data migrations or integrations
- Experience of line management or coordination of work tasks assigned to other colleagues
- High level of curiosity and a willingness to question established practices

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

We encourage applicants from all sectors of the community and are keen to encourage candidates from under-represented groups to apply. The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. For more information about equality-related networks for staff and students, please visit <https://edu.admin.ox.ac.uk/networks#/>

## How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

You will be asked to submit a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Please submit all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.



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## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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## If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly at [recruitment@dae.ox.ac.uk](mailto:recruitment@dae.ox.ac.uk)

To return to the online application at any stage, please go to: <https://www.recruit.ox.ac.uk/>.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

### Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

### Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).

### Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at [researchstaff-subscribe@maillist.ox.ac.uk](mailto:researchstaff-subscribe@maillist.ox.ac.uk) to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on [committee@oxrss.ox.ac.uk](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](http://www.facebook.com/oxrss).