



FASHION RETAIL ACADEMY

Job Description and Person Specification

Job title:	MIS and Exams Coordinator
Level:	Support
Accountable to:	MIS & Registry Manager
Hours:	37 hours per week
Salary:	Circa £30,000 per annum depending on experience

About the Academy:

The Fashion Retail Academy (FRA), founded in 2005, is the UK's leading vocational FE College specialising in fashion and retail education. We have charity status and make it our mission to inspire and develop talent for a specialist career in fashion retail. The FRA has been recently awarded an Ofsted Outstanding.

Purpose of the Job

The purpose of the role is to oversee the operation of the core student management information system, reporting systems and data returns to funding bodies, ensuring these systems are effective, efficient and provide timely insights. The post holder will also coordinate the administrative and compliance elements of qualification registration, award claims and exams.

There is scope for the post holder to manage another member of the registry team with allied functions, ensuring they are effectively supporting the function and the work of the wider team.

Duties and responsibilities

1. Management

- Manage the work of an officer and other staff members as required, ensuring they effectively support the function and the work of the wider team.

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2. Coordination

- Work closely with internal teams to ensure that data capture and reporting processes are in place and fit-for-purpose
- Where necessary, provide training and other development materials which can aid staff in the entry and use of management information.

3. Systems development & implementation

- Develop and implement data capture and control processes which improve the quality of key student data including for the following corporate processes: Enrolment, registers & attendance and qualifications achievement
- Develop and implement change control processes which ensure the correct authorisation has been secured including for the following corporate processes: Course approval, learner withdrawals and learner change of address forms.

4. Management information systems

- To contribute to the development of a coherent information strategy for the Academy and play a key role in its implementation
- Be the primary point of contact for to the Academy's student management information system, controlling user access & permission
- Liaise with supplier partners in line with support agreement parameters to resolve emerging issues and proactively maximising the benefits of the software
- Lead on the configuration of the student management information system ensuring it is deployed and operating effectively within the Academy's technology estate. This will include curriculum set up and other activities. Work with internal teams to rectify where this is not that case
- Operate software required for the derivation of achievement rates and associated statistics, e.g. ProAchieve – ensure results are available in a timely manner
- Be conversant with software for generating and disseminating reports within the Academy – e.g. SQL Server Reporting Services and use to create 'always-on' reports in high demand information areas.

5. Funding returns

- Lead on the entry and quality assurance of data returns using internal and external software as appropriate, conducting internal reviews of data and improving the associated evidence base
- Upload submissions required by funding bodies in advance of deadlines, troubleshooting errors generated, validating data through PDSATs and other means and reporting on funding implications

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- Ensure appropriate information is being collected and returned in relation to the management of the learner support funds
- To monitor changes to core data return requirements and advise on implications to Academy planning and data collection processes.

6. Quality assurance

- To check accuracy of all reports produced and work with data entry teams to improve the quality of data captured.
- To conduct internal review of student files, to ensure records meet external audit requirements.

7. Analysis and reporting

- To retrieve, analyse and present data in the form of reports using the student management information system, SQL server reporting services, Access and other software as required.
- To generate *ad hoc* reports and analyses, in response to enquiries from senior management.
- Contribute to the production of routine data updates as defined by senior management (eg in dashboard reports)
- To work with departments across the Academy to develop, test and maintain effective management information reporting systems.

8. Qualification registrations, claims and exams

- Lead on submission of information to awarding bodies for registration on accredited programmes, claims for successful applicants or other related activities
- Time registration activities to minimise costs to the Academy and produce annual cost estimates of qualifications and exams based on learner targets
- Act as the Exams Officer for the Academy, keeping an up-to-date knowledge of the requirements of this role as stipulated by JCQ and other authorities. Work closely with curriculum teams to discharge these duties
- Receive, store and distribute official exams papers in line with JCQ or relevant regulatory policy.

9. Other

- To keep an up-to-date knowledge of national policy and guidelines relating to all funding streams accessed by the Academy and the associated data return procedures.

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- To perform any other duties consistent with this position as may from time to time be assigned to you anywhere within the Academy.
- To be committed to your own development through effective use of the Academy's performance review scheme and staff development processes.
- To support the delivery of the Academy's strategy as it relates to this position.
- To work collaboratively with the wider business and support the work of academic, curriculum and support functions teams as may reasonably be required in the delivery of the Academy's strategic plans.
- **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in keeping students secure in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the Academy's Equality and Diversity policy at all times.
- **Health and Safety.** Abide by and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the processing and management of all personal data.

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Person Specification		
	Essential	Desirable
Knowledge	<ul style="list-style-type: none">• Excellent knowledge of basic MS Office packages, including Word, Excel and PowerPoint• Knowledge of the ILR return process and associated funding policy• Knowledge of FE College student information systems and their operation, including configuration and set-up features• Knowledge of relational databases• Knowledge of the design and administration of quality assurance processes• Good understanding of college admissions and registration processes• Good understanding of timetabling processes	<ul style="list-style-type: none">• Office 365• Knowledge of technical systems and their integration• Knowledge of SharePoint highly desirable• Good understanding of SQL (some basic scripting)• Knowledge of Civica REMS• Knowledge of ProAchieve

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Essential		Desirable
Skills	<ul style="list-style-type: none">• Advanced Excel skills, including vlookups and pivot tables• Excellent analytical and problem solving skills• Ability to analyse complex data and present summarised and accessible findings• Ability to interpret policy and technical specification documents and formulate compliance actions in relation to data recording and quality assurance• Ability to pick up new applications and software quickly• Good written communication skills• Excellent communication and interpersonal skills• Good organisational ability and planning skills	<ul style="list-style-type: none">• Ability to write clear and concise reports• Basic SQL Server, including SSRS features• Ability to create basic models to underpin forecasts•

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	Essential	Desirable
Experience and qualifications	<ul style="list-style-type: none"> • Degree or equivalent in relevant discipline • Experience of operating database and analytical software and producing analyses • Experience of education administration in a registry or similar function • Experience of developing and implementing effective quality assurance systems • Experience of line or matrix management • Some proven experience in project and process management • Experience of working with students 	<ul style="list-style-type: none"> • Experience of implementing systems in an education environment • Experience of line management and performance-by-objective systems
Attributes / personal characteristics	<ul style="list-style-type: none"> • Customer-orientated approach • Excellent communication skills, verbal and written • Sense of initiative and a flexible approach to working • Proactive and positive attitude to new and existing challenges • Strong interpersonal skills, ability to work effectively within and across teams 	

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Living and practicing the Fashion retail Academy's values:

PROFESSIONAL – working with the utmost of honesty and integrity in all that we do, we care about the outcome

GOING THE EXTRA MILE – more than a statement, it's a state of mind. We have rigour and a relentless focus on the outcome, exceeding the expectations of our stakeholders.

INSPIRATIONAL – We motivate people to achieve great things and through demonstrating passion in our actions we are role models for others.

FLEXIBLE APPROACH – working collaboratively at all time we are adaptable and responsive to changing circumstances. We think and act creatively and are prepared to find new ways of achieving the outcome.

COLLECTIVE RESPONSIBILITY – every staff member takes responsibility for the FRA's direction of travel and innately understands how their work contributes to our strategic plan.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indicating of the areas of activity and may be amended from time to time in the light of the changing needs of the organisation.

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