



**University of York Students' Union**  
Registered in England and Wales.  
Charity Number: 1173404 Company Number: 10688097  
Registered Office: The Student Centre, James College,  
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## JOB DESCRIPTION

<b>Job Title</b>	<b>Digital Data Assistant</b>
<b>Reporting to</b>	Digital Manager
<b>Place of Work</b>	Hybrid: A mix of remote and on campus working at our Student Centre is available.
<b>Hours of Work</b>	15 hr/week with the potential to be extended

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### Purpose of Role

We are looking for a Digital Data Assistant to join YUSU during an exciting time whilst we implement our new organisational strategy. With a Digital Strategy also coming to life, this will be a significant period of development for the University of York Students' Union.

The role will play an integral part in our organisational shift to data-driven decision-making, striving to use data and research to inform the Union's operational projects and to better understand our impact on students.

You will work on developing information dashboards for all audiences across the organisation, pulling together data from various sources in response to questions and focus areas provided by our staff teams. You will turn data into a story that staff can understand and use; using products such as Tableau or Google Looker Studio to develop engaging and intuitive dashboards.

You will be excellent at problem-solving and boast a technical mindset, able to break problems down into smaller, manageable steps. You will be curious in nature, and love digging into data to find out more about business problems or questions being asked.

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### Data management, processing and analysis

- Assess the current infrastructure of the Students' Union's information systems and data sources, identifying optimisation opportunities where possible.
- Monitor information and data systems, evaluating their performance to discover ways of enhancing them (new technologies, upgrades etc.)
- Generate, maintain and cultivate usable data insights to encourage data-driven project planning.
- Develop and introduce a data insight process to collect and review analytics for YUSU staff to then maintain and use. This may cover analytics for the website and any digital tools or services and should provide insights for teams when working on campaigns, projects, and organisational developments.

### Communication and visualisation of information

- Work closely with teams to understand what information is useful to staff across the organisation, and the key business problems and questions being asked.
- Understand our organisational strategy and the key indicators required to measure progress against our objectives.
- Identify and utilise relevant data visualisation tools and technologies to present information to both staff and stakeholders.

- Create usable and effective dashboards to communicate data and information, enabling staff and stakeholders to see patterns and connections that are important, aggregating and summarising data where appropriate.
- Be able to turn complex data into a story that staff and stakeholders can understand.
- Be able to use data to identify potential problems with the student experience and, working with the relevant teams or stakeholders, look to provide recommendations.

### Digital services and projects

- Contribute to the operational delivery of the YUSU Digital Strategy.
- Identify any opportunities for Digital systems or resource improvements.

### General Notes

- The principal roles and responsibilities will change from time to time and the post-holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job.
- Staff must carry out their duties with full regard to the rules, policies and procedures and conditions of service contained in the staff information guide.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers' Fair, Student Balls and any other key events, including elections if necessary.
- Staff are expected to portray a positive image both internally and externally of the Students' Union by displaying standards of customer service, integrity, punctuality, politeness, and professionalism.
- To abide by YUSU's constitutions and policies.
- To uphold YUSU'S environmental and sustainability practices, ensuring good practice is met.
- To work within, promote and uphold the student-led and democratic ethos of the Students' Union.
- **YUSU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.**

### Person Specification

	Essential	Desirable
<b>QUALIFICATIONS</b>		
To be undertaking a degree at the University of York within a relatable subject or have demonstrable experience and strong interest in the job description and skills list.	X	
<b>EXPERIENCE</b>		
Analysing data to solve business problems or questions	X	
Good understanding of data administration and management functions (collection, organising, analysis, etc.)	X	
Managing and organising large volumes of data, working with various SaaS (software as a service) platforms, databases and reporting systems		X
Good understanding of processing and cleaning both quantitative and qualitative data effectively, ensuring data integrity		X
Creating usable and effective visualisations of information, through dashboards or reports	X	
Experience of using an evidence-based approach to preparing documents and resources and communicating with a diverse range of stakeholders		X
<b>ROLE / SYSTEMS KNOWLEDGE</b>		
Have a good understanding of the data analysis process and be able to apply this to your projects; ask, prepare, process, analyse, share, act	X	
Familiarity and understanding of data management and query technologies, e.g. Microsoft Excel, SQL	X	
Familiarity and understanding of data visualisation tools and technologies, e.g. Tableau, Microsoft Power Bi, Google Data Studio		X

An understanding of GDPR, data security, and ethical data management		X
<b>SKILLS</b>		
Excellent communication skills; able to communicate across all levels within the organisation	X	
Seek to understand business problems and questions, asking questions and being inquisitive	X	
A creative approach to problem-solving		X
Using a technical mindset to break down complex problems or tasks		X
Excellent visualisation skills to graphically represent information and communicate a story	X	
Big-picture and detail-oriented thinking; able to look at the complete puzzle and understand strategic vision whilst understanding how the day-to-day fits into this		X
Able to work independently and effectively manage workload	X	
<b>PERSONAL QUALITIES</b>		
A curious nature - driven to explore, ask questions and learn from data	X	
An open-minded approach when using data to answer questions or solve problems	X	
Attention to detail and accuracy	X	