Student Records Analyst
Candidate Information

September 2025

The Institute of Cancer Research

About our organisation

We are one of the world's most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide. As well as being a world-class institute, we are a college of the University of London.

We came second in the league table of university research quality compiled from the Research Excellence Framework (REF 2021). We have charitable status and rely on support from partner organisations, charities, donors and the general public. We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

Student Systems

The Student Systems team is responsible for maintaining the applications and systems which are used to run and administer our postgraduate courses and qualifications. One of our major responsibilities is carrying out the statutory academic forecasting and reporting upon which the ICR's funding from Office for Students and Research England is based, so the team also focusses on validating data and ensuring their accuracy.

The role of the broader Education and Library Services directorate is to create an efficient and effective environment for the ICR's scientific community to flourish. Our services underpin education at the ICR.

Our mission
is to make the
discoveries that
defeat cancer.

Student Records Analyst
Candidate Information

Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.

Pursuing excellence

We aspire to excellence in everything we do, and aim to be leaders in our field.

Acting with Integrity

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.

Valuing all our people

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.

Working together

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.

Leading innovation

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.

Making a difference

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.

"

Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer. They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones."

Professor Kristian Helin
Chief Executive

Student Records Analyst
Candidate Information

Job description

Department / division:	Academic Systems / Education and Library Services
Pay grade / staff group:	Professional Services 4
Hours / duration:	Full time (35 hours per week), Monday to Friday, or part time (21 hours per week minimum)
Reports to:	Registry Systems and Data Manager
Main purpose of the job:	The Student Records Analyst will have responsibility for creating, updating, and deleting accounts, managing permissions and data uploads, creating and modifying reports and troubleshooting issues related to student activity and staff roles at the ICR. They will help to maintain and support a wide range of student and staff-facing web services, analyse and construct ad hoc reports, identify anomalies and curate our operating procedures around data entry and governance. The post-holder will also assist in other higher education planning activities, including assistance with other statutory HESA data returns, the analysis of financial transactions that relate to tuition fees, and analysis of other pertinent higher education data. They will additionally be responsible for producing consistent metrics for evaluation against our internal KPI targets. As the first point of contact for Student Systems queries and requests, the Student Records Analyst will need to liaise effectively with colleagues in other teams and departments in person, by phone, by email and using online meeting software such as Microsoft Teams. Consequently, it is essential that the post-holder is a good communicator and that they are able to maintain good working relationships with a wide variety of people.

Duties and responsibilities:

Student Records Analyst
Candidate Information

Student data management, update, analysis and reporting

The post-holder will take responsibility for managing the ICR's VLE system, including creating, updating and disabling user accounts and permissions; merging accounts; and troubleshooting issues. The role also involves uploading and checking module assignment results and ensuring that the MSc timetable is correct. Another important duty of the post-holder is to ensure that all MSc students are included in attendance data monitoring and to resolve any issues with the attendance systems.

The post-holder will support the Registry Systems & Data Manager in the production and submission of our regulatory data returns. In particular, this role involves the checking of data to ensure that it is accurate, validated and evidenced. This work will require an understanding of the complex higher education environment, including financial issues.

The Student Records Analyst will also work on data extraction and reporting. These will involve making programmatic comparisons and integrations with other data sources, using SQL JOINs, web APIs, Excel lookup functions, and pivot tables. The post-holder will also create data visualisations using Power BI.

The candidate will take responsibility for managing the ICR's student progress tracking system. They will maintain the data integrations between this and other systems, and they will troubleshoot any issues that arise.

Day-to-day support

The Student Records Analyst will be the first point of contact for the Student Systems team, and will handle many day-to-day technical tasks to ensure a smooth and uninterrupted service.

They will read, triage, and respond to incoming email to the team mailbox, resolving data issues and providing guidance whenever possible. The post-holder will create and maintain documented procedure notes and standard operating procedures for colleagues, and will develop and curate internal team documentation.

The post-holder will work with colleagues in the Registry team, assisting with data entry into the student records system, advising how to find the appropriate coding to meet Office for Students and HESA guidelines, and ensuring that we accurately capture student data at the earliest possible opportunity. Building good working relationships with staff throughout Education and Library Services and associated directorates will be essential to the success of the post-holder, so strong interpersonal skills are a key element of the person specification.

The Student Records Analyst will also respond to ad hoc requests and new reporting requirements, resolving these in an on-demand form with Power BI, PHP and SQL Server Reporting Services (SSRS). This will involve working with colleagues to gather and interpret user requirements in order to build a technical specification of required reports. They will also maintain internal data structures that relate to students, such as those that model the ICR's research team structure.

The post-holder's line manager is accountable for the integrity of our student data. The Student Records Analyst will be required to generate exception reports, investigate missing or incorrect data proactively, especially where it relates to student progression or assessment. This will require a familiarity with the data storage architecture in our virtual learning environment.

Student Records Analyst
Candidate Information

Non student activity

The post-holder will provide expert data support to the Head of Research Services on activities associated with other statutory data returns. This will include work on the MSc Annual Monitoring Exercise (AME), the Transparent Approach to Costing (TRAC) data collection and benchmarking the ICR's performance in high-profile activities such as the Research Excellence Framework (REF).

The post-holder will assist with relevant internal and external audits, providing data as required, and identifying and implementing learning points for future activity.

The post-holder will also be expected to perform other duties that may be required, which will be consistent with the nature and grade of the post, and will collaborate with other teams in Education & Library Services and Research Services on projects.

Technical projects

The post-holder will be involved in a number of technical projects to support our current and future data requirements, and may be asked to manage elements of these. Projects include the replacement of student systems, migrating historical data from old to new systems, and building and testing new data entry workflows and reports. This will include supporting the ICR's response to the HESA Data Futures programme.

General

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations

Any other duties that are consistent with the nature and grade of the post that may be required.

To work in accordance with the ICR's Values.

To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

Student Records Analyst
Candidate Information

Person specification

Education and Knowledge

undergraduate degree in a numerically- or analytically-oriented subject, achieving at least a 2:1	Desirable

Skills

SQL stored procedures, views, and triggers	Essential
using SQL queries to retrieve data, including the use of JOINs	Essential
proactive approach to identifying, resolving, and preventing future data quality issues	Essential
excellent attention to detail	Essential
very strong numerical and analytical skills, with some experience of data analysis	Essential
ability to prioritise a large and diverse workload to meet deadlines	Essential
excellent standard of written and spoken English, including the clear presentation of complex data	Essential
good interpersonal skills including patience, courtesy, dependability, flexibility, collaboration, team-orientation and communication	Essential
Microsoft Excel, including the use of VLOOKUPs and pivot tables	Essential
Power BI, Tableau or SQL Server Reporting Services (SSRS)	Desirable
production of clear and unambiguous technical documentation for novice users	Desirable

Experience

using a complex relational database	Essential
using a Virtual Learning Environment	Essential
interpreting and summarising complex datasets	Essential
working in an office environment or higher education setting	Essential
scripting in PHP or another web language, and the use of XML	Essential
higher education data reporting requirements	Desirable
organising committee meetings and taking minutes	Desirable

Student Records Analyst
Candidate Information

Benefits

We offer a fantastic working environment, great opportunities for career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years' and 5 years' service.

Staff membership to the Universities Superannuation Scheme (USS) is available. The USS is a defined benefit scheme and provides a highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working, a parents' group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website, a free and confidential Employee Assistance Programme which offers a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our Sutton site.

Further information

You may contact Alistair Inglis-Taylor for further information by emailing Alistair.Inglis-Taylor@icr.ac.uk. This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.