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Assessment 1: ECSO6006



Company's Name : Jisc
Job Role: Liaison &
Operations Analyst

The Jisc logo consists of the word "jisc" in a white, lowercase, sans-serif font, centered on a solid orange square background.



Liaison & Operations Analyst

Data Collections & Statistics / Liaison Team

Non-sensitive

Reports to:	Liaison & Operations Manager
Date created:	12 October 2022

Jisc Guiding principles

We believe in technology for good and improving lives through learning and research. We are all guided by 6 principles which underpin how we approach our roles and each other. These fundamental Guiding principles are our roadmap to recruit, develop and recognise everyone in Jisc.

Be original	Think social enterprise	Make an impact
Always inclusive	Never stand still	Get it done

About Jisc

Jisc is the UK higher, further education and skills sectors' not-for-profit organisation for digital services and solutions. We operate shared digital infrastructure and services; negotiate sector-wide deals with IT vendors and commercial publishers; and provide trusted advice and practical assistance for universities, colleges and learning providers.

The team:

The Liaison team provide a helpdesk function supporting providers with their queries on all HESA data collections. We are experts at understanding the data requirements and we maintain the guidance that exists to underpin this. We manage the data collections, reporting on providers progress to external stakeholders and reviewing data quality.

The Liaison team are committed to delivering outstanding customer service and ensuring providers return timely and accurate data. We pride ourselves on our professional, yet personal approach.

The role:

You will be responsible for delivering outstanding customer support to our HE provider customers involved in the collation and submission of HESA data requirements. You will develop and maintain good working relationships with HE providers and other external stakeholders as well as other staff within Jisc.

Responsibilities will include but not be limited to;

- Delivering outstanding support to our customers and ensuring issues are dealt with efficiently and effectively. We take our time to understand the customer to ensure the response given is suitable for the audience, as well as having the ability to convey complex information.
- Developing and maintaining a high level of knowledge of HESA's records and systems, including the specification of data collections.
- Having oversight of data collections including ensuring adherence to the data collection schedule, supporting providers progress during the collection, quality assurance and supporting the delivery of data to external users in a timely manner.
- You will work with other staff across the organisation; to keep abreast of system developments and keep the sector informed, as well as benefitting from the knowledge of colleagues to assist in resolving providers queries.
- You will use your understanding of the sector to initiate and influence change within the company; acting as the voice of the provider to ensure that the change is to the benefit of the sector.
- Maintaining up-to-date guidance for all HESA collections and making improvements to guidance following feedback from the sector. This can involve working with external stakeholders to understand data requirements. Support the change process to implement agreed changes to data collections, as well larger review activity that can result in fundamental changes to the data specification.
- Liaison are an outward facing part of the company and therefore, we help to maintain our reputation in the sector. You will build relationships with providers and as well as being involved in the onboarding of new providers to ensure that they understand their data requirements.
- Always being inclusive, whether working with colleagues internally or our customers.

The person:

	Need to have	Nice to have
Behaviours	- Highly organised individual, who can plan work and ensure tasks are completed within timescales - Self-directed, proactive, able to prioritise own workload and work on own initiative; know to escalate when necessary - Work accurately and pay scrupulous attention to detail - Work cooperatively within and across a range of teams - Confident in public speaking, to a small audience	Confident in public speaking, to a large audience
Skills	- Proficient in the use of products in the Microsoft Office suite, particularly Word and Excel - Convey information clearly both orally and in writing to different audiences with an operational focus - Problem solving – the ability to assimilate information from various sources and use reasoning skills when conducting analysis	
Experience	Communicating confidently with colleagues and external contacts at all levels of seniority	Experience of responding to complex customer queries via email and telephone

PS-TPL-001 | Issue 4 | dated: 27/01/2022

Job description template

	Experience of delivering excellent customer service	- Knowledge of the HE sector and HESA data - A proven track record of building effective customer relationships - Experience in using Microsoft communication tools such as Teams, SharePoint - Experience of working from home
Qualifications	Minimum A-Level (Grade A-C) or equivalent, or relevant work experience	Educated to Higher Education level

The organisation

We're constantly changing and evolving at Jisc, so this job description just gives a flavour of what the role involves. It will change as our operations develop. Getting face to face is something we value and find time for when we can, so you may need to travel on occasion. Our main offices are in Bristol, Harwell, London and Manchester.

PS-TPL-001 | Issue 4 | dated: 27/01/2022

Job description template

A Brief Overview of My Professional Background and Skill Set:

I have over 7 years of experience working as a Case Handler at Lyons Davidson Solicitors, within the Ministry of Justice team. In this role, I managed a high volume of road traffic accident claims involving personal injury, financial losses, and vehicle damage. I bring strong proficiency in Microsoft Office, along with excellent communication skills—both written and verbal—which supported my ability to handle complex cases, draft accurate documentation, and liaise professionally with clients, insurers, and third parties. My skill set also includes strong organisational abilities, attention to detail, problem-solving, and the capacity to work effectively under pressure and to deadlines. These qualities have enabled me to deliver consistent results while maintaining a high standard of client care.





My Understanding of the Organization

Jisc is the UK's digital, data, and technology agency dedicated to tertiary education, research, and innovation (Jisc, 2024).

JISC, the Joint Information Systems Committee, was established on 1 April 1993. Its primary role is to support post-16 and higher education and research by providing leadership in the use of information and communications technology (ICT) to enhance learning, teaching, research, and administration (Jisc, 2024).

It supports higher education providers like Universities and Further Education institutes in the UK by offering managed and brokered products and services, enriched with expertise and insights to deliver sector leadership and drive digital transformation (Jisc, 2024).

Now, I will reflect on how my background fits this role, considering theoretical frameworks, policy context, and practical application.



(The Mandarin, 2021)

A Theoretical Approach: Aligning My Skills with Jisc's Job Responsibilities

Reflective Practice – Gibbs' Cycle (1988)

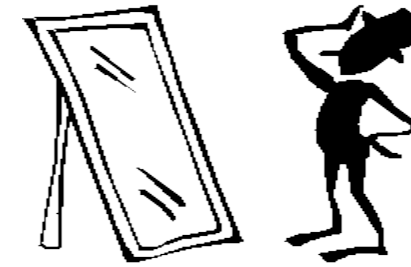
- Structured model for learning from experience
- Used at Lyons Davidson for legal complaint handling
- Improved future issue resolution
- Applied at Jisc to enhance HE provider support
- Aids with complex queries and sensitive communication

Experiential Learning – Kolb's Cycle (1984)

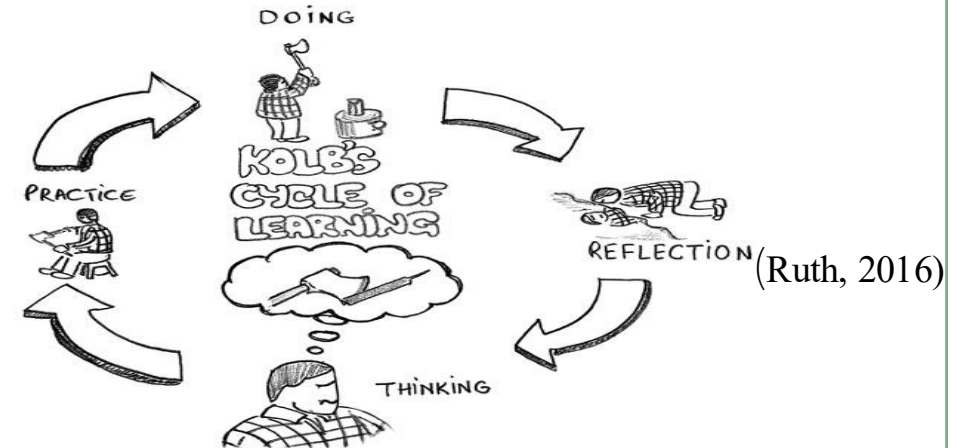
- Four stages: Experience, Reflection, Conceptualisation, Experimentation
- Used client feedback to improve communication
- Applied at Jisc to respond to HE provider feedback
- Supports adaptive service and innovation
- Drives sector-focused improvements

Reflective Learning – Boud et al. (1985)

- Reflection drives professional growth and service improvement
- Used to evaluate outcomes and identify improvements
- Applied across previous roles for continuous learning
- At Jisc, supports high-quality, responsive guidance
- Ensures alignment with evolving sector needs



(Prescot, n.d)



(Ruth, 2016)



(Sheninger, 2018)



(Chauhan, 2021)

Effective Communication – Barnlund (1970)

- Communication as dynamic and context-driven
- Tailored messages for clients, legal teams, and insurers
- At Jisc: Adapts style for varied HE stakeholders



(Solution Tree, n.d.)

Reflective Practice – Schön (1983)

- Reflection-in-action & reflection-on-action
- Enhances adaptability and real-time decision-making
- At Jisc: Supports responsive and evolving institutional support



(CSSP, n.d.)

Strategic Thinking & Improvement– Argyris & Schön (1978)

- Questions assumptions, not just actions
- Improved internal service processes
- At Jisc: Enables strategic thinking and deeper problem-solving



(Scatton, 2023)

Lave and Wenger's Situated Learning Theory (1991), introduced through my **Certification in Skills for Workplace Development at UWTSD**, views learning as a social process within communities of practice. This aligns closely with **Jisc's collaborative environment**, where learning and innovation are driven through shared knowledge, teamwork, and engagement with HE and FE communities.

In addition to the theoretical frameworks, my **Certification in Law and Legal Services** achieved at **UWTSD** has provided me with a solid understanding of legal frameworks and ethics—critical when managing regulated or sensitive communications. This expertise is particularly beneficial at **Jisc**, especially when dealing with data, contracts, and policy-related projects.

As I continue my studies towards a **B.A. in Advocacy at UWTSD**, I am building on skills in persuasive communication, public engagement, and social justice—areas that complement **Jisc's mission** to empower education providers through technology, inclusivity, and sector leadership.

Policy

Aligning My Skills
with Jisc's Job
Responsibilities: A
Policy-Informed
Perspective"



Jisc's Principles

- Be Original
- Think Social Enterprise
- Make an Impact

My Skillset

- Clear, custom drafting & client talk
- Explaining rights; widening access to justice
- Rapid case closure & fair payouts

Compatibility

- I rewrite letters and forms to ensure clarity for each case, as the ABA suggests that plain, tailored language helps clients understand and build trust (**American Bar Association, 2023**).
- I break down legal jargon to make options clear for everyone, as Moore (2023) highlights that this user-friendly approach helps reach individuals who often miss out.
- I close cases quickly and secure fair pay-outs, as Litera (2024) reports that clients value speed and outcomes above all.



(Jisc, 2025)



(Jisc, 2025)

- Always Inclusive
 - Never Stand Still
 - Get it Done
- Empathy & cultural awareness
 - Continuous learning & tech upskilling
 - Hitting targets & early escalation
- I treat every client with respect, as ABA research (2022) shows that this approach reduces complaints and encourages client loyalty.
 - I continually develop new skills and tools, as Reuters (2025) finds that continuous learners advance faster and help keep firms competitive.
 - I meet targets and address issues early, as Onit (2023) states that teams who track their performance resolve problems 25% faster.

11

Working for us

Join Jisc and be part of a not-for-profit organisation that empowers the higher, further education and skills sector with technology.



(Jisc, 2025)

Jisc

(Jisc, 2025)

Data & Digital Literacy Policy Relevance

Policy:

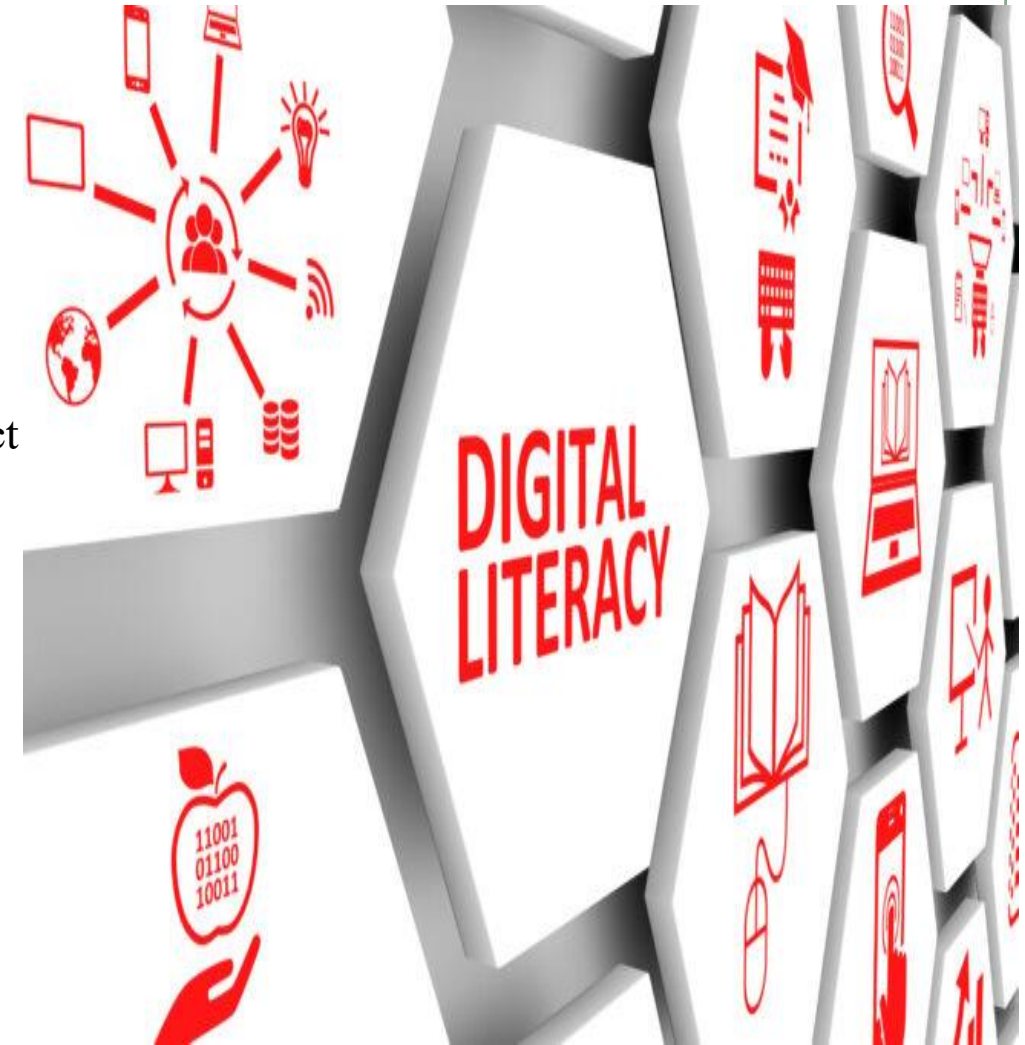
- Emphasis on data integrity, transparency, and lawful processing (ICO, 2023)
- HESA empowered by **Higher Education (Statistics) Act 1993** to collect and share data.

My Experience:

- Worked with **MOJ portal & Greencliff** to ensure data accuracy and secure handling (Susskind, 2023).
- Compliance with GDPR (2018), ensuring confidentiality (ICO, 2023).

Transferable Skills:

- Accurate data management and reporting for HESA systems (HESA, 2024).

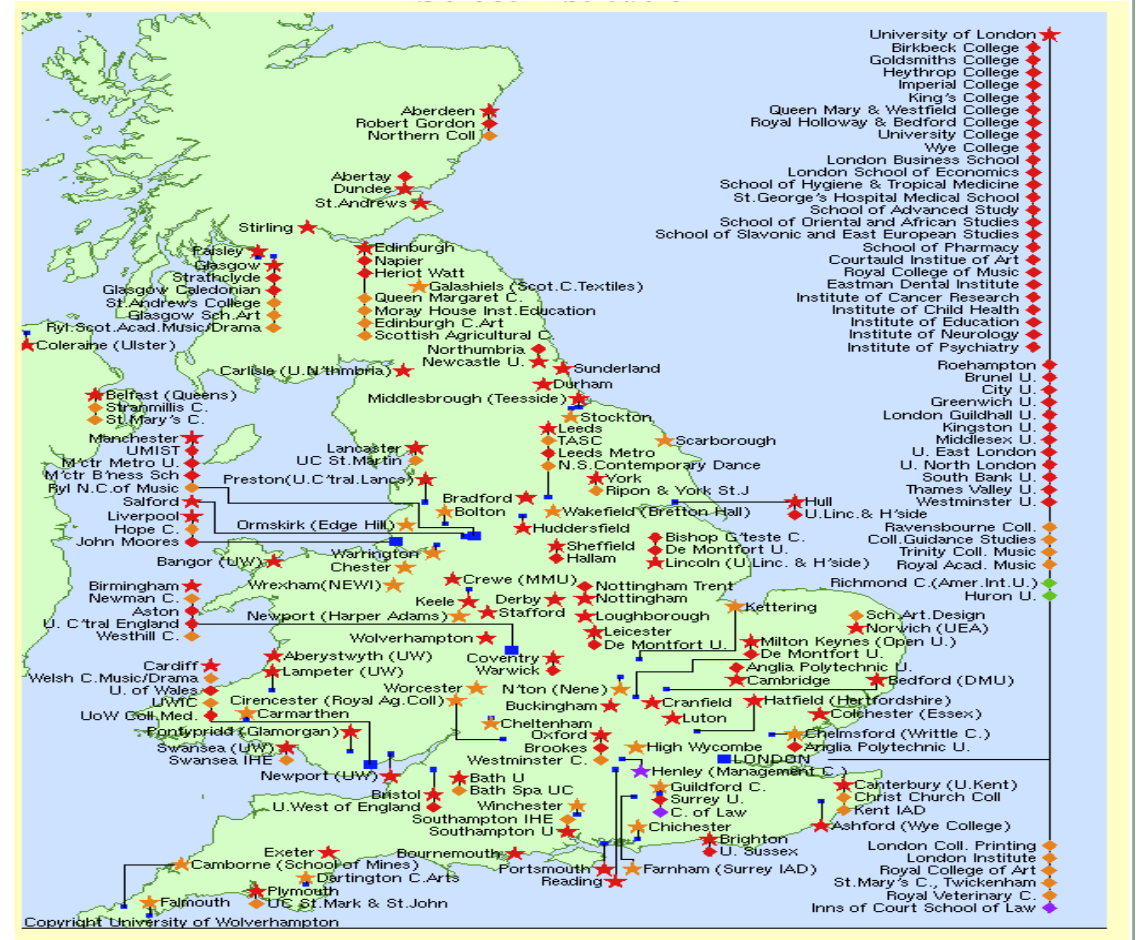


(ELM Magazine, 2023)

How My Academic Experience at UWTSD Supports the policies of the Role at Jisc:

- Familiarity with Sector Governance and the Role of Jisc and HESA (*Jisc, n.d.*)
- Understanding the Value of Data for Compliance, Funding, and Strategic Planning (*Ellucian, n.d.*)
- Development of Analytical, Communication, and Problem-Solving Skills (*Wigan and Leigh College Library, n.d.*)
- Proficiency with Institutional Systems and Responsiveness to Operational Needs (*Educause, 2023*).
- Preparedness to Support Jisc's Mission through Informed, Policy-Aligned Engagement (*NCBI, 2018*).
- Practical Insight into Higher Education Operations, Student Services, and Institutional Processes (*Beal University, n.d.*).

(UWTSD, 2025)



(CEFI,(1999)

Putting My Skill Set
into Practice to Align
with Jisc's Job
Responsibilities and
Core Principles

PRACTICE



STAR



Applying the STAR Technique for Effective Support

- Used the STAR technique to handle escalated legal cases.
- Simplified complex legal content (e.g., a legal offer letter) for a client.
- Ensured clarity without losing legal accuracy, resulting in positive client feedback.
- Aligned with my role at Jisc, where I produce clear, accessible guidance for HESA data submissions.

(National Careers Service - UK Government, n.d)

RAG

Jisc Requirements	My matching skills	RAG
Excellent communication skills	STAR technique to simplify legal language	 Green
Experience interpreting policy/regulations	Legal training (Cert in Law & Advocacy)	 Green
Analytical thinking & problem-solving	Applied RAG to resolve cases	 Green
Customer service experience	Handled sensitive client issues	 Green
Attention to detail	Focus on legal accuracy and compliance	 Green
Familiarity with HESA/HE data	Eager to learn HESA systems	 Amber
Training/supporting others	Provided guidance and visuals to clients	 Amber
Confidence in public speaking	Comfortable with small groups, working on larger audiences	 Amber
Knowledge of HESA data	Lack of direct HESA experience	 Red

Applying My Professional Skills into Practice in Alignment with Jisc’s Strategic Principles

Jisc's Principles	My Skillset	Compatibility
Real-World Example	used a simple checklist to fix a tricky case. The same clear steps will help universities send error-free HESA data.	Research on checklists shows they sharply cut mistakes in complex tasks (Gawande 2010).
Day-One Contributions	I’ll sort helpdesk queries by priority, build friendly links with providers, take charge of one data return, and share tips to improve the guidance.	Best-practice guides confirm that STAR stories and RAG traffic-lights speed up issue-handling and make priorities clear (CIPD 2024; PMI 2023).
Continuous Development	I keep learning new tools and skills, look for mentors, and work well across teams—keeping Jisc quick to adapt and improve.	Studies show continuous learners drive agility and boost team innovation (Kolb 1984; Deloitte 2025).

In conclusion, I firmly believe that my skills, experience, and dedication make me an ideal candidate for the role of Liaison and Operations analyst at Jisc. My proven ability to manage responsibilities, coupled with my passion for supporting innovation and growth within the educational sector, aligns perfectly with Jisc's objectives. I am confident that my expertise will not only meet but exceed the expectations of the position. I am eager to contribute to Jisc's continued success and upliftment, and I am certain that, with my background, I will be a valuable asset to your team.



**Thank
You**



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