

**University of Glasgow
Job Description**

Job Title	Cost of Living Research Intern
School / RI / US Department	University Services
College/ University Services Division	Registry
Reporting To	Deputy Financial Aid Manager
Grade	Grade 4 (£12.48 per hour)
Job Family	Management, Professional and Administrative

Job Purpose
<p>Would you like to gain experience designing, planning, delivering, and analysing a small research project to understand the student experience of cost-of-living challenges and their interactions with University services? You will plan and design the project, conduct survey and/or focus-group type research as agreed, connect with colleagues to gather data from internal and external sources, develop the data into an analysis, and then into a report with recommendations. You will be guided and supported by the University's Cost of Living Action Group as well as your line management within the Registry Financial Aid team, and will be supported to make relevant internal contacts to provide data, develop research and project management skills, and analyse, report on, and communicate your data/analysis. You will gain experience of a university working group and have the opportunity to present your work at the University's Student Experience Committee.</p> <p>You will bring strong organisational, data analysis and communications skills, experience with working with different kinds of data, presenting this data to different audiences, and a passion for improving the student experience at Glasgow. Training/support will be provided for the survey tool or other tools or applications required to deliver your project.</p>

Main Duties and Responsibilities	
1.	Work with colleagues on the Cost of Living Working Group to understand the various perspectives and issues from student and student support perspectives, the kinds of support the University offers, the availability of existing data from internal and external sources, and what the particular financial pressures are for students within the city of Glasgow.
2.	Review and analyse available data to form initial plans and recommendations and develop the scope of the project, identifying potential gaps.
3.	Working with the project line manager, design a short survey or series of focus groups to collect data from students about their experiences.
4.	Develop a project plan to manage the project within scope and timescales, identifying potential resources required.
5.	Execute and analyse the surveys and/or focus group data.
6.	Undertake data analysis and collate / present data in formats that can be understood and used in committee papers or other reporting. The analysis will be both qualitative and quantitative, but it is not expected that the analysis will require advanced skills or working with overly large data sets.
7.	Work with the Cost-of-Living Action Group and other colleagues to develop any necessary communications and use agreed channels to disseminate.

Knowledge, qualifications, skills and experience
<p>Knowledge/Qualifications</p> <p>Essential</p> <p>A1 Scottish Credit and Qualification Framework level 5 or 6 (National 5 or 6, Scottish Vocational Qualification level 2 or 3) or equivalent, and experience of personal development in a similar role</p>
<p>Skills</p> <p>Essential</p> <p>C1 Confidence and ability to design a small investigation into the student experience, implementing this through surveys, focus groups, or similar approaches.</p> <p>C2 Strong data analysis skills to undertake qualitative and quantitative analysis.</p> <p>C3 Ability to present analyses suitable to communicate results to different audiences in the University, including reports to formal committees.</p> <p>C4 Ability to work accurately with data and maintain confidentiality and security when working with personal data.</p> <p>C5 Excellent English language skills (written and spoken) and an ability to carefully proofread work.</p>

Knowledge, qualifications, skills and experience

C6 Excellent organisational skills to manage a diverse workload and adapt to changes in allocated work if required.

C7 Excellent IT skills, adept in Excel in particular, and the ability to quickly master new applications.

C8 Ability to solve problems, think creatively, and use innovative approaches.

C9 Ability to work independently, meet deadlines, and respond quickly to requests.

Desirable

D1 Design skills sufficient to present data attractively and consistently to promote understanding.

Experience

Essential

E1 Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills through related coursework or university activities.

Desirable

F1 Experience using social media and other similar channels for communication.

F2 Experience in writing or preparing reports or similar to a professional standard.

Dimensions

The Financial Aid Team are responsible for the management and administration of over £37 million of funds each year that are provided to University of Glasgow students from a variety of sources including the UK Government and United States Department of Education. Registry Financial Aid is a small team comprising of five members of staff working a mixture of full-time and part-time hours.

The funds available via the Financial Aid Team are intended to benefit as many of our eligible students as possible and allow them to complete their studies at the University of Glasgow. Each academic session, the Financial Aid team organises the provision of financial support and funding to over 4,000 students.

This internship will allow you to gain experience designing and developing a small independent research project, developing and implementing a project plan, working with university-level committees and working groups, and contributing to the evolution of student support in the University. The skills gained in this role would have an application in a range of careers inside and outside a university setting where data analysis and presentation are required. If you think you might like to work in professional services or student support in higher education in the future, this would be an excellent opportunity to try this out and to develop skills that would be valuable to you in this setting.

Job Features
<p>Planning and Organising</p> <ul style="list-style-type: none"> • Design, plan and deliver research project and tasks. • Plan and organise clearly defined workload and tasks effectively and efficiently, completing tasks within reasonable time constraints.
<p>Decision Making</p> <ul style="list-style-type: none"> • Communicate ideas and best practice to Financial Aid Team and the COLAG working group • Prioritise own workload
<p>Internal/External Relationships</p> <ul style="list-style-type: none"> • University Students, Financial Aid team, Cost of Living Action Group
<p>Problem Solving</p> <ul style="list-style-type: none"> • Ability to understand task requirements with a problem-solving attitude.
<p>Other</p> <p>The internship will be for 14 hours per week for approximately 3 months. Working hours can be agreed flexibly and a mixture of on and off-campus working is the norm. While working on Campus, intern will be based on the 2nd Floor of the Fraser Building.</p> <p>To be eligible for this internship you must be physically based in the UK, and you must be a continuing PhD student</p>

