University of Essex

RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

****Applicants to previous campaign REQ10218 need not apply again****

Making an application:
When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

Our commitment to Equality, Diversity and Inclusion

At Essex our people are at the centre of everything we do and we aspire to build a culture in which every member of the University feels valued and can flourish.

We are committed to equality of opportunity, to being fair and inclusive. We therefore particularly encourage applications from candidates who are likely to be underrepresented in our workforce.

These include people from Black, Asian and Minority Ethnic backgrounds; disabled people and LGBTQ+ people and from women in our grades 9-11 roles.

The diversity of our community is more than where our staff and students come from. More than 1000 of our staff and students identify as LGBTQ+, more than 1,300 have declared a disability and many members of our community follow a religion or belief.

You can read more about our commitment to Equality, Diversity and Inclusion here.

Our Strategy sets out how we will do this through the delivery of a fair and supportive working environment for all.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (resourcing@essex.ac.uk) for help.

Closing Date: 24 November 2026
Interviews are planned for: To be confirmed (expected w/c 30 November)
Expected start date: To be discussed at interview

University of Essex

JOB DESCRIPTION – Job ref REQ10414

Job Title and Grade:	Data Access and Use Assistant Grade 5
Contract:	Fixed-term, full-time until 31/03/2030 in the first instance to deliver on a specific project/task finite in nature.
Hours:	Your hours of work are as required to perform the duties of your role, for a full-time employee this is normally 36 hours per week.
Salary:	£26,707 - £30,378 per annum
Department/Section:	Access Services, UK Data Archive
Responsible to:	Head of Data User Services and Insight
Reports on a day to day basis to:	Data Access Manager
Purpose of job:	The primary purpose of this post is to provide a customer centric service, ensuring efficient and reliable data access, and proactive resolution to user enquiries for the UK Data Service. The post-holder will provide frontline support for the UK Data Service's Helpdesk and data access operations. In accordance with agreed service standards, the postholder will also process applications for service registration and user accounts, triage, check and process access requests for data requiring approval, working closely with the training administration team. In addition, the post-holder will support the range of activities undertaken by the Service as well as daily operational activities to ensure the department functions efficiently.

Duties of the Post:

The main duties of the post will include:

- In accordance with agreed timescales, answering user inquiries received via the Helpdesk, telephone and email system, entering queries into the query-tracking system and referring these to other sections of the Service.
- Supporting users through the registration, finding, online browsing, ordering and download procedures. Where applicable, steering them towards those sources of information.
- Liaising with other parts of Service (internal and external) over data access and user support issues.
- Responsible for the administration, and management, of user accounts, checking user's details and issuing user credentials.
- Responsible for the checking and administration of requests for data requiring approval from external data owners. This includes updating information in the order-tracking system, validating orders and keeping track of and updating the status of orders as necessary.

- Administer training applications and requests for Secure Lab users working closely with the training administration team and supporting trainers.

- Assisting in the administration of the UK Data Service onsite Safe room.

- Be familiar with basic security needs; understand the importance of accurate record-keeping; and adhere to University procedures and UK Data Service procedures.

- Ensure the service is delivered with flexibility and through a method that meets the user's needs.

- Positively contribute to a culture of continuous improvement within the team; playing an active part in the development of service delivery.

- Participate in projects and represent the section at meetings, as appropriate; actively contribute to information exchange within the section and between other sections and service partners as appropriate.

- Any other duties as may be assigned from time to time by the Director or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment:
For a full description of the terms of appointment for this post please visit our website.

PERSON SPECIFICATION

JOB TITLE: Data Access and Use Assistant

Qualifications /Training

	Essential	Desirable
▪ Either Undergraduate degree (BA, BSc) or equivalent qualification/experience – it is preferable, but not essential, for the qualification/experience to be in the social sciences, but it must include a significant data analysis/research project component (e.g. dissertation)	☒	☐

Experience/Knowledge

	Essential	Desirable
▪ Experience in a customer services or similar office environment	☒	☐
▪ IT literate, familiar with email, networks and internet technologies	☒	☐
▪ Relevant administrative experience	☒	☐
▪ Experience and working knowledge of Microsoft Office products, particularly Excel and Word	☒	☐
▪ Experience of managing multiple priorities and meeting deadlines in a busy environment	☒	☐
▪ Experience of working with numerical data	☒	☐
▪ Experience of working on a Helpdesk	☐	☒
▪ Understanding of social research and current issues/challenges facing research	☐	☒
▪ Experience of supporting academics, researchers or students in a frontline/administrative capacity	☐	☒
▪ Experience of working with licences or contracts	☐	☒

Skills/Abilities

	Essential	Desirable
▪ Excellent communication skills, both verbal and written	☒	☐
▪ Ability to deal confidently and professionally with people of all levels both within and outside the organisation	☒	☐
▪ An organised and methodical approach to work	☒	☐
▪ Ability to assimilate information and grasp concepts quickly	☒	☐
▪ Ability to adapt quickly and learn new tasks, processes or technologies	☒	☐
▪ High levels of accuracy and close attention to detail	☒	☐
▪ Good administrative skills	☒	☐
▪ Time management and prioritisation skills to organise work to meet deadlines, including planning and tracking whether work is on course to deliver on time	☒	☐
▪ Ability to manage competing tasks in a busy environment as they arise	☒	☐
▪ Ability to assess all available information in a particular situation and formulate decisions under pressure	☒	☐

▪ Ability to use bespoke databases and tools and other programs as part of day-to-day work	☒	☐
▪ Ability to work both alone under own initiative, and work comfortably as part of a team	☒	☐
▪ Ability to present clearly and engagingly	☒	☐
▪ Ability to identify and solve problems effectively and efficiently	☒	☐

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	☒	☐
▪ Can fulfil the staff vetting procedure for Government contracts (see general information for more details)	☒	☐
▪ Experience of using libraries or archives	☐	☒
▪ Experience of working within social research	☐	☒

* In accordance with Home Office guidance and the Asylum, Immigration and Nationality Act 2006 the University of Essex has a responsibility to ensure all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Further information about UK immigration requirements and working in the UK can be found on the Home Office website www.gov.uk/skilled-worker-visa

ADDITIONAL INFORMATION

Join the UK Data Archive – Powering Research, Shaping Society

Are you passionate about data, research, and making a real-world impact? At the **UK Data Archive (UKDA)**, part of the Faculty of Social Sciences at the **University of Essex**, we're at the forefront of data curation, preservation, and innovation. As the lead partner of the **UK Data Service (UKDS)**, we host the UK's largest and most trusted collection of digital social science data.

Our archive includes some of the most influential datasets such as:

- **Census data**
- **Understanding Society**
- **UK Cohort Studies**
- **Labour Force and Family Resources Surveys**

These datasets are used by researchers, policymakers, educators, and industry leaders to tackle the biggest challenges facing society today.

Why Join Us?
This is an exciting time to become part of the UK Data Archive. With a new **£37.5 million investment** and a bold **2024–2030 strategy**, we're expanding our role from data provider to **strategic partner in research and innovation**.

We're pioneers in:

- **Data governance and ethics**
- **Digital preservation and curation**
- **Data literacy and impact**
- **Open science and FAIR data principles**

Working closely with partners at the University of Manchester, Jisc, UCL, and the University of Edinburgh, our work influences policy, supports world-class research, and drives innovation across the UK and globally.

Our Vision

We believe in the power of data to create a more equitable, informed, and innovative world. Our mission is to support a thriving research and policy ecosystem by making high-quality economic, population, and social data accessible, usable, and impactful.
Whether you're a data specialist, researcher, technologist, or someone passionate about social change, your work here will matter.

We believe in supporting and developing our staff with training opportunities (for example, everyone has access to Datacamp), international collaborations, great colleagues and approachable leadership.

Learn More

Explore more about who we are and what we do:

- UK Data Archive
- UK Data Service

Below is a quote from a current member of staff:

> "Working at UK Data Archive is more than just a role or 'day job'. It is real and effective collaboration where everyone is happy to support each other. It is about fostering an environment where contributions extend beyond responsibilities leading to meaningful and tangible results, and a place that allows for genuine growth and shared success."

General Information

Informal enquiries may be made to Iraklis Kyritsis (e-mail: ikyrit@essex.ac.uk). However, all applications must be made online.

The University has implemented adjusted working arrangements, with some individuals working on a hybrid basis. At the time of a job offer, remote and campus working, both now and in a business-as-usual context, will be discussed and considered on an individual basis, but you will be expected to be based within the UK.

Staff Vetting Procedures for Government Contracts:

The University of Essex has Government contracts, some of which require it to access Government systems, information or data. We have a duty to protect these assets and this obligation extends to our employees.

Due to the nature of the work, applicants who are offered employment in this role will be subject to a vetting procedure before the appointment is confirmed to enable the University to verify the following for the successful candidate:

- Identity
- Employment history (for a minimum of the past 3 years)
- Nationality and immigration status
- Criminal Record (unspent convictions only)

Criminal Record Disclosure Checks:

We encourage all applicants to provide details of warnings, reprimands, cautions or unspent criminal convictions at an early stage in the application process. Should you wish to declare such information, please email the Resourcing Team in confidence, (resourcing@essex.ac.uk) attaching brief details. This information is seen only by those directly involved in the recruitment process.

Should you be appointed to this post you will be asked to make an application for a basic Disclosure and Barring Service (DBS) check to get a copy of your criminal record. This is called 'basic disclosure'. This only asks about unspent convictions. More information about the process can be at https://www.gov.uk/request-copy-criminal-record .

Having a criminal record will not necessarily bar you from working with us – this will depend on the nature of the position and the circumstances and background to your offence. A copy of the University of Essex policy on the recruitment of ex-offenders is available on the University website: https://www.essex.ac.uk/staff/recruiting-staff/recruitment-of-ex-offenders-and-disclosure-and-barring-service

Our Strategy

Please find a link to the University of Essex Strategy webpages below:
https://www.essex.ac.uk/about/university-strategy

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure

includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Relocation support package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension and bicycle schemes)

Staff communities, networks and forums

We are proud to have a number of staff Networks including: Access Forum, Black Asian and Minority Ethnic community Staff Forum, Essex Women's Network, Global Forum, LGBTQ+ and Allies Community and Parent's Support Network.
Our Colchester campus based Faith Centre hosts regular services, meetings and events organised by our chaplains and faith representatives.

This document is produced by:

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