

# Glenn Stephen Dunn BSc (Hons)

## Profile

Now hold dual role at ISER: Deputy ISER Information Security Manager & Survey Data Manager

As the Deputy ISER Information Security Manager, I support the recently recruited ISER Information Technology and Security Manager in most aspects of the role, and provide them with on-going handover training, advice, guidance, and role cover where I am able, regarding how the ISO27001 ISMS framework is configured and functions here at ISER in detail.

As the UKHLS Survey Data Manager I have an extensive skillset based on experience in a wide range of industries in the public, charity and private sectors. All areas involve the use of sensitive PII data and adherence to data protection and GDPR legislation and various recognised best practice methods. I have an in depth knowledge of data sourcing, its import to servers, linking, grouping, aggregation, transformation, construction of extracts to specification and reporting framework development as well as quality control, analysis, presentation and publication. I routinely develop data, process or report specifications in liaison with users, negotiating realistic deadlines and providing follow-up training or support where required once project is developed and deployed.

## Technical Experience

- Python with PyCharm/Jupyter – 7 years in database extract and process automation
- Django framework web – 1 years in data portal design and tool development.
- SSRS – 11 years incorporating data extracts into complex online accessed reports
- SSIS – 2 years in data transformations and server import methods
- SSMS – 12 years in data manipulation and transformation in transact-SQL
- pgAdmin 4/DBEaver – 8 years in data manipulation and transformation in Postgres SQL
- SharePoint – 4 years of SSRS web part report construction, development and publication
- Project management experience methods – PRINCE 2, LEAN and an introduction to AGILE
- Intermediate level use of project management software tools – SmartSheet and MS Project
- Access – 12 years in database construction, linking, querying, reporting, forms and macros
- Excel – advanced user: charts, pivots, conditional format, numerous functions and macros
- VBA – basic experience in development of Excel scripts; data manipulation and navigation
- Word, PowerPoint, Outlook – extensive use in administrative roles and during education

## Work Experience

### **University of Essex, ISER – Deputy ISER Information Security Manager (May 2022 – present)**

As the Deputy ISER Information Security Manager I support the ISER Information Technology and Security Manager in most aspects of the role:

- Support the meeting pack production and chairing/minuting as needed for the bi-annual Emergency Response Team and Management Review Group meetings as the ITSM requires
- Support the completion of both the internal and external audits as the ITSM requires
- Support the regular policy review process of ISER's ISMS documentation as the ITSM requires
- Cover any significant duties of the ITSM in their absence such as training provision, risk reviews, data access requests, external service reviews, security incident processing etc.
- Cover any significant meeting attendance and produce agenda content as appropriate in the ITSM's absence, and ensure that they are informed with any significant feedback on their return.
- ISO internal audit co-ordinator May 2018 to May 2022
- ISO internal auditor Jan 2015 – May 2018

### **University of Essex, ISER – UKHLS Survey Data Manager (Nov 2014 – present)**

I am responsible for the data aspects of many parts of the UKHLS longitudinal survey sample database population processes. I manage the day to day and wave to wave survey cycle requirements and on an ongoing basis, redevelop and streamline existing processes into more modern syntaxes and platforms:

- Receipt of new data, quality checks, cleansing and transfer to sample database
- Data extraction to support processes, e.g. IEMB, feed forward, consent linkage, mailings
- Produce survey waves participant sample files and send to field agents

- Assess returned data against issued specification and identify/correct any data anomalies
- Investigate and resolve any data anomalies identified by PLT and the wider UKHLS team
- Maintain reporting processes and provide survey user and key area performance data
- Review, redevelop, modernise and streamline survey processes and data portal

#### **University of Essex – Planning Analyst**

**(Dec 2011 – Oct 2014)**

My position in the Strategic Planning and Change Section had a large range of responsibilities. As I work with student personal data I have to work strictly within Data Protection Act legislation and the University's various data privacy policies or data use agreements.

- Development and management of the student tracking project
- Main developer of the Times Good University Guide rank prediction model
- Developed NSS survey, internal satisfaction survey and JACS code analysis frameworks
- Developed reporting system showing KPI performance at all University levels
- Support on statutory data returns – AA, OFFA, NSP, KIS, HESA and HESES processes
- Interpretation of methodologies, data extract scripts and report production for DLHE survey
- Contact point for user liaison, advice for production of data requests and reports

#### **NHS North East Essex (PCT) – Information Analyst**

**(May 2009 – Nov 2011)**

As a member of the Information Team I was responsible for the advanced use of Access and Excel applications to construct queries, manipulate data and automate its transfer to spreadsheets for reporting. As this was patient health data I had to work again strictly within the Data Protection Act.

- Main point of contact for advice on proposed data requests and confidentiality issues
- Capture of specific key datasets from DoH, local and national sources for statutory returns
- Develop processes to compile and present data and to keep up to date SOPs
- Cost and activity benchmarking to review performance against projected targets

#### **Source Bioscience PLC – Administrative Team Leader**

**(Dec 2003 – Oct 2008)**

I was team leader of a diagnostic unit which covered the administration of disease testing, a courier unit shipping monthly over 500 packages and the compilation and auditing of the monthly accounts for these areas. All work had to be completed to ensure that it conformed to the official Clinical Pathology Accreditation (CPA) and Good Laboratory Practice (GLP) national standards.

- Assess and update SOPs in line with national standards and staff liaison at all levels
- Responsible for two staff – appraisal, training, discipline, work allocation and prioritisation
- Incident or query resolution, archive specimen processing and case or process auditing

#### **Nottingham Clinical Research Ltd – Data Clerk**

**(May 2002 – Nov 2003)**

Graduate post on two clinical trials working to Good Clinical Practice (GCP) national standards.

- First pass entry, checking, querying & final accuracy validation of clinical trial data on UNIX
- Resolution of inconsistencies and training in clinical data techniques and database use

#### **Eric Potter Clarkson LLP – Formalities Administrator**

**(Sep 2000 – Apr 2002)**

Patent formalities handled the initial filing, processing and granting of patents and designs. This was commercially sensitive and robust procedures were critical to prevent IP disclosure.

- Processed application documentation and monitored progress on an Access database
- Telephone or face to face application validation with clients, attorneys and other staff

### **Education**

**The University of Nottingham** Sep 1996 – Jul 1999

**Degree:** BSc Biochemistry & Biological Chemistry (Hons): 2:1

**East Durham Community College** Sep 1994 – Jul 1996

**A Level:** Applied Mathematics (B), Chemistry (B), Biology (B), Physics (C)

**Easington Comprehensive School** Sep 1992 – Jul 1994

**GCSE:** Mathematics (A\*), Biology (A\*), Chemistry (A), Physics (A), Geography (A), English Language & Literature (B,B), C.D.T. (B), German (C), C&G Diploma (Credit)

## **Professional Qualifications**

- Introduction to Understanding Society using STATA internal training course in Nov 2017
- Python Programming Introduction training course in Dec 2016 with Learning Tree
- Lean IT: Achieving Foundation Certification training course in Dec 2016 with Learning Tree
- Basic and advanced SiR database training course in Jan and July 2015
- Registered PRINCE 2 practitioner from May 2012 to 2017
- SQL Server Reporting Services training course in Dec 2011 with Learning Tree
- Eastern Region Public Health Observatory Data Analyst course in Nov 2010 with NHS
- Microsoft SQL Server application training throughout 2010 with Global Knowledge
  - SQL Server maintenance, implementation, integration, analysis & reporting services
- Management training course throughout 2008 with EEF Ltd
  - Staff recruitment, team leading, leading change and training to produce results
  - Using appraisals to get the best from people and staff motivation
  - Solving problems, making decisions and making information work