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**Job Description**

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| Job Title: | Planning and Business Intelligence Analyst |
| Faculty/Department: | Strategic Development Unit |
| Reporting to: | Director |
| Duration: | Continuing |
| Job Family: | Administration |
| Pay Band: | 8 |
| Benchmark Profile: | Administrator Band 8 |
| DBS Disclosure requirement | N/A |
| Vacancy Reference: | AA0009 |

**Details Specific to the Post**

**Background and Context**

The post is located within the Strategic Development Unit (SDU) which has responsibility for developing and managing the planning cycle, advising the Executive on Policy issues, statutory returns, resource allocation and business intelligence. SDU is the primary contact with the Higher Education Funding Council for England (HEFCE), and reports, through the Director, to the Pro-Vice-Chancellor (Academic Affairs).

This post is one of three Planning Officer roles within SDU. Each of the posts has a common core of work providing support for strategic and operational business planning and a specialist focus. The specialism of this post is centred on performance monitoring and analysis including the production of key performance indicators and external benchmarking. The post holder will be expected to contribute to the development of IT systems to enhance the University’s business intelligence capability.

The post holder will provide a comprehensive analytical research and management information service to support strategic decision making and business planning. This includes leading the development, maintenance and delivery of appropriate key performance indicators and targets to monitor achievement of corporate objectives.

The post holder will undertake the analysis and interpretation of a range of management information and business intelligence, including trends in the HE sector, League Table performance and benchmarking against comparatorinstitutions.The work will involve analysis of data from a wide range of sources both internal and external. The post holder will play a significant role in the development of the University’s business intelligence platform and will be required to play a proactive role in improving data quality, including advising on optimising data returns which drive League Table performance.

### Specific Duties and Responsibilities of the post

* Providing strategic and business planning advice to faculties and services, acting as the planning contact to a number of areas.
* Analysing new programme proposals and advising on the strength of the business case.
* Contributing to all aspects of the analytical, research and statistical services provided by the Strategic Development Unit.
* Analysing the risks identified in annual planning statements and preparing a briefing for Executive on updates required to the institutional risk register.
* Advising Deans, HoDs and Faculty business managers on key performance trends to enhance their planning (including the further development of statistical profiles for each area).
* Development of and reporting on key performance indicators and benchmarking of data against appropriate comparators, ensuring the capture of accurate data according to consistent definitions.
* Liaising with users of management information, where necessary collecting business intelligence requirements and producing new reports; improving and updating current reports to new technologies as appropriate.
* Advising on improvements to data quality and optimising data returns which drive league table performance.
* Analysis, compilation and dissemination of national student survey results.
* Co-ordinating and compiling league table data returns, providing assurance on accuracy and completeness.
* Preparing briefing papers and presentations for senior management on league table performance and advising on recommendations for improving position.
* Acquiring a thorough understanding of the data underpinning league table metrics and methodologies.
* Providing specialist support for data modelling, scenario planning and risk assessment.
* Researching, assembling and presenting management information, writing reports and other summary documents.
* Participating in, or servicing a range of groups and committees as required.
* Contributing specialist knowledge and expertise to the development and delivery of University strategies.
* Contributing to the development and maintenance of business intelligence systems in conjunction with ICTD.
* Responding to Freedom of Information requests.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

* The role holder will:
  + Be an experienced professional who is expected to exercise a significant degree of specialist and independent responsibility
  + Have gained a professional and/or academic qualification and have extensive specialist experience
  + Be involved in planning and ensuring progress within established procedures and clearly defined university policy by providing a high level of specialist advice and expertise to support the Faculty or Departmental activities
  + Contribute to the longer term planning in accordance with the wider University strategy
  + Advise senior University management on policy, functional or service priorities and develop new procedures and polices within existing values
* There is a requirement to plan and organise individual and/or team activity to integrate and coordinate work across different parts of the University, faculty or department

**Main Work Activities**

### Communication

1. Provide specialist advice and guidance to managers and staff
2. Explain new and existing policies in relation to operational activities
3. Create and deliver presentations to communicate information across Faculty/Dept/University
4. Attend meetings to report on specialist issues
5. Take formal minutes at meetings when required
6. Write formal documentation
7. Write procedural documentation

### Teamwork

* May be required to supervise the work of others
* Provides advice and guidance to other members of the team

**Liaison and Networking**

* Proactively develop and maintain internal and external contacts to benefit the University
* Participate in networks internally and/or externally

### Service Delivery

* Assist in the preparation, presentation and implementation of the strategic plans and operating statements and ensure compliance with reporting requirements within the University
* Assist with the effective management of the quality of the service
* Assist the Head of Department/Service to maintain administrative direction
* Develop and manage projects that contribute to improving service delivery
* Develop and maintain systems and processes to ensure effective delivery of the service

### Planning and Organisation

* Co-ordinate departmental processes in conjunction with senior colleagues
* Plan and monitor the work of others
* Contribute to the longer term operational planning of the Faculty/Department
* Organise and service committees as appropriate
* Organise and represent the area and University at events

**Analysis/Reporting**

* Analyse qualitative and quantitative data producing reports identifying key issues that inform management interventions. Formulate recommendations and provide advice on the implications of the data

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience** |  |
| Is a professional with proven experience in a relevant specialised area of work  Experience of developing and delivering business intelligence in a large complex organisation | **Application/Interview**  **Application/Interview** |
| A relevant degree or equivalent qualification | **Application** |
| High standard of literacy, numeracy and accuracy | **Application** |
| Strong IT skills, in particular Excel to an advanced level, Tableau, and experience in the use of statistical/modelling applications  An understanding of the higher education sector and HE datasets | **Application/Skill Test/Interview**  **Application/Interview** |
| Has an active approach to continuing professional development/undertaking relevant training as appropriate in the context of rapid development in the use of information technology | **Application/Interview** |
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| **Communication (Oral and Written)**  Can demonstrate excellent written and verbal communication skills including the ability to summarise complex ideas or information which may be highly detailed, technical or specialist to produce reports relevant to a range of audiences. | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results.  Can demonstrate the ability to work proactively and to take independent action and decisions. | **Application/Interview** |
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| **Liaison and Networking**  Can demonstrate the ability to work across the University and/or externally to build and strengthen working relationships. Actively pursues a shared interest and works jointly to influence events and decisions. | **Application/Interview** |
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| **Service Delivery**  Can demonstrate the ability to adapt the service and systems to meet the needs of the customer and identify ways of improving standards. Can demonstrate evidence of the ability to understand and articulate the information requirements of others and then develop and deliver appropriate reporting solutions. Can demonstrate evidence of accuracy and attention to detail in delivery of outputs. | **Application/Interview** |
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| **Decision Making**  Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood. Uses judgement to make decisions with limited or ambiguous data and takes into account multiple factors. Distinguishes between the need to make a decision, when to defer and when not to take a decision.  Can provide evidence of advice, guidance and appropriate management information provided to others to inform their decision making. | **Application/Interview** |
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| **Planning and Organisation**  Can demonstrate the ability to agree objectives and requirements for the team or area of operation. Monitors overall progress of project or area of operation and ensures corrective action is taken.  Can demonstrate the ability to organise and prioritise workload. | **Application/Interview** |
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| **Initiative and Problem Solving**  Can demonstrate initiative and creativity to solve problems including a structured and methodical approach to problem solving and analysis involving a mass of information or diverse, partial and conflicting data, with a range of potential options available. | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings. | **Application/Interview** |