**Post Title:**  Data and Systems Analyst

**Job Description:**

**Data and Systems Analyst**

**Reporting to:**  Senior Systems Coordinator

**Grade:**  Guild Grade 6

**Organisation:**

Based within the Finance and Systems directorate, this role will report to the Senior Systems Coordinator but will also work collectively with colleagues within the Guild to monitor the Guild’s delivery of its Strategic Plan and associated projects.

**Job Purpose:**

The Data and Systems Analyst role will monitor the successful execution of the Guild Strategic Plan and performance against the associated Key Performance Indicator (KPI’s).

Acting as a role model for the required standard of values, behaviour and performance, we expect Grade 6 roles to help to create an inclusive and engaging environment for all.

The role is required:

* To work with the Senior Systems Coordinator to support the organisation to monitor the delivery of the Guild Strategic Plan and associated Key Performance Indicators.
* Use data, research and insight analysis to report on findings that influence and promote the successful delivery of the Guild Strategic Plan.
* To frequently monitor and produce reports on strategic progress to the Trustee Board and Senior Management Team in order that the Guild can best meet its Key Performance Indicators.

Success in the role will require a highly student and customer focused approach together with an emphasis on teamwork. The role involves collaboration with internal and external stakeholders, acting as a positive ambassador for the Guild and facilitating under-represented groups to find a comfortable place here.

Supporting a culture of ambitious targets and the evaluation and promoting a positive team spirit are also key. Grade 6 roles are expected to act as role models for the Guild’s competency framework, which should be read in conjunction with this job description.

**Key Role Responsibilities**

1. Working with the Senior Systems Coordinator to support the organisation to monitor the delivery of the Guild Strategic Plan and associated Key Performance Indicators (KPI’s).
2. Use accurate and timely data, research and insight analysis to report on findings and trends that influence and promote the successful delivery of the Guild Strategic Plan and associated KPI’s.
3. To provide regular updates to the Trustee Board, Senior Management Team and relevant stakeholders indicating organisational performance, successes, risks and issues. As required, this will involve comparison with sector and national data, along with other benchmarks.
4. To measure and proactively report on actual progress against the Guild strategy, ensuring areas of concern are identified and communicated to relevant internal stakeholders identifying any gaps and making recommendations for improvement.
5. To work with Department Managers to deliver local departmental plans and associated KPI’s, supporting with development of related improvement plans as required.
6. To work with the Systems Team to support digital improvements that enable the Guild to improve and strengthen data collection and understanding of student engagement with services and activities provided.
7. To create, manage and improve a suite of regular reports and dashboards to allow Managers to self-serve information required to support decision making and maximise the strategic use of data.
8. To help train Managers and Senior Managers on how to access, interpret and report on the data that the Guild collects or has access to.
9. To work with staff to interpret and respond to research and data findings in order to make transformation / improvements to service offer and have impact for students.
10. To identify strategic performance issues and report these to the relevant manager.
11. To work with the Systems Team and the Guild’s system providers to ensure that the data collected by the Guild is accurate and to help resolve any systems issues.
12. To work with the Systems Team and the Guild’s system providers to improve the quality of the data that the Guild collects.
13. To build and maintain productive relationships with internal stakeholders to ensure systems are developed that maximise benefits to the Guild, with particular emphasis on improving processes, measuring impact and engagement, and influencing new ways of working.
14. To monitor appropriate University of Birmingham data, such as student recruitment and demographics to support the Guild to better understand student engagement.
15. To review, report and support on wider sector best practice to support a culture of continued improvement and future development.
16. To ensure multiple projects are coordinated and managed effectively using appropriate project planning tools, liaising with key departmental staff.
17. To establish a network of contacts and related service providers at local, regional and national levels, as necessary.

**General Duties**

1. To undertake appropriate training and personal development as required for the role.
2. To adhere to all relevant Guild Policy with particular reference to HR, health & safety, data protection, environmental, and any relevant Guild Policy where it may impact upon your role or that of the team.
3. To be familiar with the Guild’s competency framework, striving always to demonstrate the positive behaviours which drive the highest standards of personal and organisational performance in supporting our students. Grade 6 roles should be developing within level 2 of the six competencies (Student and Customer Focus, Accountability, Results Focus, Inclusivity, Communication and Teamwork).
4. To act as a role model in portraying a positive image of the Guild both internally and externally, acting as an ambassador and displaying high standards of personal integrity and professionalism.
5. To support the wider work of the Guild, where necessary, in the event of sickness, holiday or other exceptional circumstances.
6. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

Oct 2023

**Person Specification: Data and Systems Analyst**

You must be able to demonstrate in your application that you have:

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| ***EDUCATION, QUALIFICATIONS AND TRAINING*** |  |  |
| Good general education, typically to degree standard, including Maths and English at least to GCSE or equivalent | ✓ |  |
| Recognised project management training or qualification |  | ✓ |
| ***EXPERIENCE*** |  |  |
| Experience of evaluating processes and mapping to improve service delivery and engagement |  | ✓ |
| Experience of project management | ✓ |  |
| Experience of collating, interpreting and managing large data sets and use of databases. | ✓ |  |
| Experience of using data visualisation tools such as Microsoft Power BI or Tableau |  | ✓ |
| Experience of liaising and balancing the needs of multiple stakeholders | ✓ |  |
| Experience of adopting and developing quality standards |  | ✓ |
| Experience of working effectively with others on cross-organisational projects and |  | ✓ |
| Experience of designing and delivering training |  | ✓ |
| Experience of developing and maintaining relationships with  internal and external stakeholders | ✓ |  |
| Experience of supervising and training staff |  | ✓ |
| ***SKILLS AND KNOWLEDGE*** |  |  |
| Strong interpersonal skills | ✓ |  |
| Working knowledge of project management tools |  | ✓ |
| Ability to take a constructive and proactive approach to solving problems, and working with relevant staff to identify solutions to underperformance | ✓ |  |
| Ability to use standard Microsoft Office software to a high level, including having very strong Excel skills. | ✓ |  |
| Ability to effectively use data to monitor and evaluate a service | ✓ |  |
| Ability to work using own initiative and within agreed deadlines | ✓ |  |
| Ability to present complex information clearly and concisely in writing or verbally, with excellent standards of written and spoken English | ✓ |  |
| Ability to balance the needs of individuals and team/organisation and a wide range of stakeholders | ✓ |  |
| Ability to encourage excellence and a learning and development culture | ✓ |  |
| Ability to work effectively within a democratic structure | ✓ |  |
| Ability to interpret policies and procedures |  | ✓ |
| ***PERSONAL QUALITIES / BEHAVIOURS*** |  |  |
| Motivated by working in a student-led, democratic workplace | ✓ |  |
| **Inclusivity** - celebrates and supports equality and diversity and acts as a role model in creating a welcoming and inclusive environment | ✓ |  |
| **Student & Customer Focus:** Highly responsive to students’ issues and concerns, and driven to improve service delivery | ✓ |  |
| **Teamwork:** Open and approachable - able to engage students and colleagues at all levels | ✓ |  |
| **Results Focus:** Flexible approach - able to modify plans to achieve the best outcome | ✓ |  |
| **Results Focus:** Resilient – can maintain direction and support colleagues in difficult situations | ✓ |  |
| **Motivational Leadership:** Inspires, coaches and supports people to achieve their best | ✓ |  |
| **Accountability:** Attention to detail, follows-up on actions and opportunities to improve | ✓ |  |
| **Communication**: Able to present a case confidently and persuasively | ✓ |  |