# **Job Description** – Data & Insight Manager

## About the Role

The Data & Insight Manager position sits within the Strategy, Planning & Resources team in the Academic Services unit of The Open University. It is an exciting and varied role with considerable scope for personal development. It requires strong analytical as well as communication & stakeholder management skills.

Academic Services is a large and complex operational student-facing unit, with about 1,200 staff (located across Milton Keynes, Nottingham and Manchester) and a substantial budget. The Strategy, Planning & Resources team of Academic Services has a wide remit: business and resource planning, performance monitoring and reporting, assurance and risk management. Its Data & Insight function plays a key role in delivering results, optimising current resources and planning for the future.

Reporting directly to the Senior Data & Insight Manager, the Data & Insight Manager will provide analytical support to Academic Services, raise the business awareness of a broad range of topics and suggest improvements and action plans to improve overall performance of the Unit. Projects are very diverse, ranging from recommendations on operational improvements to assessing data needs of the Unit or making recommendations on HR processes. Our key objective is to increase the usage of data and insight in the unit decision process and liaising & coordinating with other data-driven divisions of the University to ensure best practices are shared across the board.

We work across the following two main functions:

* Strategic analysis and insight – conducting deep dive analysis to provide insight to either address a business problem or proactively identify levers to improve the overall performance of Academic Services. Our team is also responsible for setting unit level KPIs and targets.
* Business intelligence – creating and maintaining reports and dashboards that enable Academic Services to monitor performance and identify issues and risks; and providing required reports to key management groups.

## Key Responsibilities

* Engage with stakeholders across Academic Services and the wider University to understand and address their business, reporting and analysis requirements.
* Build, maintain and customise refreshable dashboards.
* Carry out robust analyses using a range of data sets and techniques, including both qualitative and quantitative data.
* Translate the results of the analyses into clear and actionable insights. Interpret and present findings in a simple and comprehensive manner to stakeholders across Academic Services and the wider University.
* Be a “data advocate” for Academic Services and the wider University by promoting the usage of data to make informed decisions.
* Provide training, briefing and guidance to stakeholders with regards to used tools and reports & dashboards you develop.

## All staff are expected to:

* Take a proactive approach to work and be flexible and adaptable to meet the changing demands of the work and the University.
* Pay close attention to detail in all aspects of work to ensure a high standard of output.
* Demonstrate excellent time management skills.
* Communicate effectively with colleagues within and outside the team to successfully deliver projects.
* Undertake any other duties which may reasonably be required.
* Ensure that all relevant data protection, information security and data retention policies are adhered to.
* Demonstrate a strong commitment to the principles and practice of equality and diversity.

## Skills and Experience

Essential:

* Undergraduate degree / equivalent, or work experience at a comparable level, ideally in a subject with a strong mathematics or statistics element.
* Strong practical ability to manipulate and analyse large and complex datasets using SQL, SAS, R, Python or equivalent.
* Strong working knowledge of Microsoft Office applications and specialist data visualisation applications to create visually impactful presentations & data analysis.
* Proven ability to understand key business drivers, identify metrics to measure the performance of the business, and develop dashboards to report on these metrics.
* Experience of analysing complex data from a wide range of sources including both qualitative and quantitative data and interpreting outputs appropriately.
* Excellent communication and presentation skills, both oral and written, with the ability to interact effectively at all levels within the organisation.
* Ability to tell simple and persuasive stories underpinned by complex data / analysis. Adjust rhetoric to the various types of stakeholders, including non-technical audiences. Effectively use visuals (e.g., MS PowerPoint) and dashboards (e.g., Tableau, MS Power BI or similar visualisation tool) to be as impactful as possible.
* Excellent team working skills, with the ability to collaborate in multi-functional teams with other analysts, project managers and subject matter experts.
* Able to work independently, prioritise workload, work well under pressure and respond to change in a flexible and positive manner.

*The Open University is committed to equality, diversity and inclusion which is reflected in our mission to be open to people, places, methods and ideas. We aim to foster a diverse and inclusive environment so that all in our OU community can reach their potential.  We recognise that different people bring different perspectives, ideas, knowledge, and culture, and that this difference brings great strength.  We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups. We also aspire to make The Open University a supportive workplace for all through our policies, services and staff networks.*

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