Management Information Analyst
Registrar’s and Planning

Closing date: 21 May 2017
Interview date: To be confirmed
Vacancy reference: 5706
INTRODUCTION

York is a very strong and globally recognised institution with ambitious plans for the future. In order to achieve its ambitions, the University recognises that effective business intelligence and insight is critical to maintaining and strengthening its position in a globally competitive environment.

The Business Intelligence Unit works with a wide range of experts in professional support services to deliver high quality business intelligence and insight to all levels of staff across the University, using best practice in data visualisation techniques and a rapid development process which allows key questions to be answered quickly.

The team is expanding to provide greater ability to meet the expectations of a staff community who have adopted evidence-based decision making as a routine way of working. This is an exciting opportunity to join a highly effective and proactive team, to discover new insights through the benchmarking of a fast-moving higher education sector, and provide key information that helps the University achieve its strategic goals.
Main purpose of the role

To grow and manage the University’s core institutional business intelligence provision and benchmarking data repository, by developing clear, trusted and easy to understand information layers and insightful, interactive suites of data visualisations to be used by analysts and key decision makers. Working with experts in other professional support services, you will help ensure the evidence the University uses to support its decision-making is robust, timely and accurate.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- to develop and implement new suites of management information reports and interactive business analytics provided to academic departments and support directorates
- to develop and implement multi-variable data models used for forecasting and benchmarking activities
- to collate and manage new datasets as required to support the University’s management information needs, in line with the Information Strategy, the Master Data Foundation / Enterprise Data Warehouse project, and our response to the HESA Data Futures transformation programme
- to assist in the development of internal standards to improve the consistent, usability and accuracy of management information
- to administer the Management Information Gateway (users, content maintenance)
- to create and update user-facing / technical documentation on information systems and management information
- to collate, structure and reconcile key data sets such as league tables and student satisfaction surveys
- to manage and respond to internal and external statistical requests, including those made under the Freedom of Information Act, accurately and within the required timeframe
- to assist in compiling and submitting statutory returns, with high financial and reputational value, to funding and other regulatory bodies, such as the Higher Education Students Early Statistics Survey and Unistats return
- to provide direct support to process review activities and to departmental administrators/managers operating across the University to facilitate the implementation of successful change
- to support and provide cover for other activities in Registrar’s and Planning as required, including occasional servicing of working group/committee meetings

The above list of duties is not exhaustive and is subject to change. You may be required to undertake other duties within the scope and grading of the post.

The Management Information Analyst will report to the Head of Business Intelligence, and will work closely with senior and other staff in Registrar’s and Planning, Student Recruitment and Admissions, Student Services, IT Services, academic departments and faculties.
PERSON SPECIFICATION

Qualifications

Degree level qualification (or equivalent)  
Minimum GCSE A-C in Mathematics and English (or equivalent)  
Other qualifications relevant to the post (e.g. Tableau Certified Associate / Professional, project management)

Knowledge

A solid understanding of the design and capabilities of relational databases (e.g. Oracle, SQL Server, MySQL)  
A solid understanding of basic statistical principles and their application to large datasets (sum, count, mean/median, quartiles)  
Knowledge and experience of the University’s structure and procedures  
A broad understanding of the current higher education environment  
Understanding of University reporting requirements and data sources (e.g. HESA, UCAS)  
An understanding of the SITS student records package  
An understanding of Master Data Management principles

Skills, abilities and competencies

The ability to work to tight deadlines, handle multiple projects and operational duties simultaneously, balancing and prioritise workload within these and managing expectations of project clients  
A very high attention to detail and robust development practices  
High level of numeracy and good standard of written English  
The ability to communicate effectively with a wide variety of staff at senior and junior levels face to face, over the phone and in writing  
The ability to work independently, using considerable initiative  
Excellent organisational skills  
Good analytical & problem-solving skills  
Knowledge in using programming languages (e.g. Python, Groovy) to manipulate data structures and access external APIs  
Knowing in using cloud services for data management or computation (e.g. Amazon Web Services, Microsoft Azure, Google BigQuery)  
Able to demonstrate the potential to lead a small project team
# PERSON SPECIFICATION

## Experience

| Experience in the development of technology systems to improve user/customer experience and promote efficiency | Essential |
| Experience in the design, management and exploitation of complex databases | Essential |
| Experience of testing software | Essential |
| Experience in designing data warehouses and/or analytical cubes | Desirable |
| Experience in the use of visual analytical tools such as Tableau, Spotfire, QlikView | Desirable |
| Experience in submitting statutory returns | Desirable |
| Experience of delivering training in the use of information systems | Desirable |
| Experience of writing reports or minutes | Desirable |

## Personal attributes

| An energetic, professional and thorough approach to work | Essential |
| A commitment to data quality | Essential |
| A commitment to the provision of an excellent customer service | Essential |
| An ability to establish and nurture productive working relationships across a large and structurally complex organisation | Essential |
The Business Intelligence Unit core team works within the Registrar's and Planning Office, and has close links with management information analysts and data experts located in different professional services. Our main aims are the development, dissemination and embedding of high quality interactive data visualisations and business intelligence provision to over 500 staff in support of the University’s plans, together with assisting in the delivery of external reporting requirements which facilitate UK and global benchmarking. The Unit has a strong ethos on the appropriate use of visual information design principles to convey complex quantitative information clearly (Tufte, Few), and on selecting the most appropriate tools for a task from a toolkit which includes Tableau, Business Objects, and Python.

The Business Intelligence Unit works closely with other professional services, plays a key role in supporting the work of academic departments, the University’s governance framework and informing senior management decision making. One of our key objectives over the next 3 years will be to redevelop our management information from the ground up, centred around a ‘my management information’ view which presents the most relevant information clearly for each member of staff based on their role and the time of year.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2016 it is the centre for almost 16,000 students across more than 30 academic departments and research centres. In over 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The University has consistently been recognised as one of the leading Higher Education Institutes and is one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen's Anniversary Prizes.

We are proud of our association with Athena SWAN, holding ten awards in support of women in science, with gold awards for Chemistry and Biology as well as a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th on the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
THE UNIVERSITY

Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. With a compact and easy to get around design, York enjoys a safe, friendly atmosphere. The campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning space, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing all staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit Rewards Extra.
**THE CITY AND THE REGION**

**The City of York**

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York

**Shopping, culture and entertainment**

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

**Housing and schools**

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

**Great location**

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

**Yorkshire**

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 5706
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 21 May 2017

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Alistair Knock, Head of Business Intelligence and Deputy Director of Corporate Planning
alistair.knock@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835