Business Intelligence Analyst
Registrar’s and Planning

Closing date: 4 December 2017
Interview date: 14 December 2017
Vacancy reference: 6163
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, and an organisation which has committed to implementing master data management principles to help improve our productivity and effectiveness. 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)

1. Business intelligence development
   - to take an active role in the identification, scoping, development, progression and implementation of new suites of management information reports provided to academic departments and support directorates
   - to develop internal standards to improve the consistent, usability and accuracy of management information
   - to build and manage databases as required to support the University’s management information needs, in line with the Information Strategy and the Master Data Foundation initiative which will implement master data management principles across the organisation

2. Project management
   - to initiate, manage and progress to implementation projects identified across support directorates and academic groups for systems development, process improvement, competitor analysis, business intelligence in the context of the objectives of the business areas concerned
   - to develop new and existing planning and budget forecasting tools to support the University’s medium term planning process

3. Process review
   - to provide project management expertise and resource to enable the successful delivery of change management activities in support of the University’s stated business plans.
   - to provide direct support to projects and departmental administrators/managers operating across the University to facilitate the implementation of successful change.

4. Statistical requests and analysis
   - to manage and respond to internal and external statistical requests, including those made under the Freedom of Information Act, timely and accurately
   - to manage analysis of key data sets such as league tables, and student satisfaction surveys (e.g. NSS, PRES and PTES).
   - to develop the University’s public statistical provision where appropriate

5. External returns
   - to assist in compiling and submitting statutory returns to funding bodies and other Professional, Statutory and Regulatory Bodies (PSRBs), such as the Higher Education Students Early Statistics Survey (HESES) and Unistats (KIS) return

6. IT Management
   - to train staff members from a range of business areas in management information systems, statistical report writing
   - to manage the creation and organisation of user-facing and technical documentation information systems and management information
JOB DESCRIPTION

7. **Support for other activities**

- to support and provide cover for other activities in Registrar’s and Planning as required, including occasional servicing of working group/committee meetings
- to undertake other activities as appropriate commensurate with the level of the post.

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

### Qualifications

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<thead>
<tr>
<th>Essential / Desirable</th>
<th>Qualification</th>
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<tbody>
<tr>
<td>Essential</td>
<td>Degree level qualification (or equivalent)</td>
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<td>Essential</td>
<td>Minimum GCSE A-C in Mathematics and English (or equivalent)</td>
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<tr>
<td>Desirable</td>
<td>Qualification (or equivalent experience) in professional disciplines (e.g. statistical analysis, business planning, project management)</td>
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### Knowledge

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<tr>
<td>Essential</td>
<td>Experience in the management of projects and staff</td>
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<td>Essential</td>
<td>A solid understanding of the design and capabilities of relational databases (e.g. Oracle, SQL Server, MySQL)</td>
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<td>Essential</td>
<td>A good working knowledge of the use of reporting tools (Tableau, Business Objects, Microsoft SSRS or similar)</td>
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<td>Essential</td>
<td>An applied knowledge of the use of SQL for data aggregation and statistical reporting purposes (group, sum)</td>
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<td>Desirable</td>
<td>An understanding of visual information display theory and appropriateness of different chart types</td>
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<td>Desirable</td>
<td>Knowledge and experience of the University’s structure and procedures</td>
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<td>Desirable</td>
<td>A broad understanding of the current higher education environment</td>
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<td>Desirable</td>
<td>An outline understanding of relevant legislation, such as Freedom of Information Act, Data Protection Act</td>
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<td>Desirable</td>
<td>Understanding of University reporting requirements and data sources (eg HESA, UCAS)</td>
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<td>Desirable</td>
<td>An understanding of the SITS student records package</td>
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<td>Desirable</td>
<td>An understanding of Master Data Management principles</td>
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### Skills, abilities and competencies

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<tr>
<td>Essential</td>
<td>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.</td>
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<td>Essential</td>
<td>A very high attention to detail and robust development practices</td>
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<td>Essential</td>
<td>High level of numeracy and good standard of written English.</td>
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<td>Essential</td>
<td>The ability to work independently, using considerable initiative</td>
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<td>Essential</td>
<td>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.</td>
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<td>Essential</td>
<td>Excellent organisational skills.</td>
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<td>Essential</td>
<td>Good analytical &amp; problem-solving skills</td>
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<td>Essential</td>
<td>The ability to work effectively with others and to demonstrate the potential to lead a small team</td>
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# PERSON SPECIFICATION

| Knowledge in using programming languages (e.g. Python, Ruby, VBA) to manipulate data structures and access external APIs | Desirable |
| Knowing in using cloud services for data management or computation (e.g. Amazon Web Services, Microsoft Azure, Google BigQuery) | Desirable |
| Proven accuracy in taking minutes of complex meetings and creating action logs | Desirable |

## Experience

- Experience in managing multiple complex projects and actively developing project/task plans **Essential**
- Experience in the development of technology systems and change management processes to improve user/customer experience and promote efficiency **Essential**
- Experience of working with users and developers to achieve systems solutions that meet the changing needs of a large organisation **Essential**
- Experience of delivering training in the use of information systems **Desirable**
- Experience in the design and exploitation of substantial databases **Essential**
- Experience in the design of management information reports **Essential**
- Experience in the use of standard Microsoft Office software **Essential**
- Experience in designing data warehouses and/or analytical cubes **Desirable**
- Experience in the use of visual analytical tools such as Tableau, Spotfire **Desirable**
- Experience in compiling and submitting statutory returns (e.g. HESES, TDA) to external bodies **Desirable**
- Experience of delivering presentations to internal or external audiences **Desirable**
- Experience of writing committee reports or minutes **Desirable**
- Experience of testing software **Desirable**
- **Line management experience** **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, data experts located in different professional services, and integration specialists in IT 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.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and 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.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and 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 for 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. York enjoys a safe, friendly atmosphere with facilities including 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 spaces, 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 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 our employee benefit pages.
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 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 6163
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 4 December 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@york.ac.uk

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

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