Head of Business Intelligence
Department of Registrar’s and Planning

Closing date: 19 April
Interview date: 10 May 2019
Vacancy reference: 7530
INTRODUCTION

The Planning Office plays important roles in working with departments and directorates to implement the University Strategy, in undertaking efficiency and effectiveness reviews across a range of areas of University activity, in supporting the University’s governance structures and in providing the business intelligence to underpin key strategic decisions. The Business Intelligence Unit, responsible for the latter, also provides thought and technical leadership to other areas of University on how to take raw data and derive valuable insights through management information and business intelligence, as well as ensuring consistency and accuracy of data as required for statutory returns and by colleagues in all parts of the institution.

The Head of the Business Intelligence works across the University conceiving and delivering approaches to support evidence-based decision making using business intelligence in support of both the University strategy and the operational activities of a range of support directorates.

The role holder provides strategic leadership to a team of nine staff. (S)he also provides project leadership on a varying range of projects with other (typically middle to senior grade) staff drawn from across the University working on business intelligence initiatives. The postholder also works with other staff in a range of governance groups, for example ones aimed at ensuring the mutual integrity of external reputational and funding data returns from across the University or assuring technological integration with other systems.

As Head of Business Intelligence (s)he is responsible for the Unit’s budget including hardware and software purchasing across the office;(s)he is also responsible for advising on the configuration and reward of staffing in the Unit and approaches to technological delivery.
Main purpose of the role

The postholder is responsible for:

- ensuring that the University develops its information systems to ensure that it has ready availability to business intelligence in support of the University Strategy – this involves close working with senior staff in Information Services;
- in doing so, ensuring the adoption of best practice for modern information systems, data management and information security;
- leading on and/or supporting other initiatives aimed at providing insights into the University’s activities and/or supporting the work of the wider Planning Office.

The postholder should:

- possess the capacity and the expertise to initiate, manage, and progress data, statistical and process-driven projects;
- understand, influence and translate institutional and customer needs into strategies and plans for the development of business intelligence;
- represent the wider Planning Office within and beyond the University as appropriate.

Key responsibilities

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

1. Leadership

- establish and develop a shared understanding, common goals and priorities for the Business Intelligence Unit informed by the University strategy, leading on the further development of the University’s business intelligence strategy and selecting and deploying appropriate tools to take forward its implementation;
- foster a culture of continuous improvement and development in business intelligence, within the unit, the wider planning office and beyond;
- in order to progress projects, negotiate and work closely with other senior members of staff across the University to ensure the highest quality of business intelligence service to a wide range of stakeholders;
- with the Director of Planning, develop effective processes and procedures for prioritising demand for projects and service enhancement;
- ensure staff welfare is proactively addressed.
2. Project Management

- initiate, lead and progress to implementation, projects for systems development/ transformation, process improvement and change (e.g. replacement of central management information gateway, development of university-wide data warehouse)

- lead the development and coordination of competitor analysis, performance indicator provision, statistical reporting and other elements of business intelligence across the institution, in the context of the objectives of the offices concerned and in support of the University Strategy. Where relevant organise the deployment of such intelligence via the BI platform or other publishing mechanisms.

- ensure that software development practices are secure and that data security is embedded in all areas of activity

- use appropriate protocols and tools to ensure that projects are delivered on time and within budget

3. Communication and Collaboration

- build productive relationships, alliances and partnerships across the University, within the wider Planning Office and with external bodies and suppliers

- work effectively with University auditors, engaging with them on reports and audit as required

- develop informal groups to ensure the compatibility and accuracy of statutory returns and data used in league table preparation

- develop networks at national level within the business intelligence community in the higher education sector and beyond, where appropriate

- ensure appropriate approaches to data governance and data security are followed throughout the Business Intelligence Unit

- craft clearly written policy papers in respect of the business intelligence and external reporting environment for consideration by the most senior bodies of the University (e.g. articulating the case for strategic developments)

4. Training and Development

- provide leadership to the Business Intelligence Unit, ensuring that excellent performance is the norm and ensuring that staff are given opportunities to develop professionally and personally and stay abreast of broad technology changes (e.g. cloud) and software development methods in relevant areas.

- monitor and maintain an awareness of the HE agenda nationally and internationally and strategic aspects of service delivery in the area of business intelligence

- develop and lead programmes of events across the University to publicise key findings of business intelligence and develop a wider business intelligence community beyond the Unit

5. Finance and Resource Management

- be responsible for the budget of the Business Intelligence Unit

- manage supplier relationships in order to gain price and long-term cost of ownership benefits in respect of software provision and an understanding of the wider business intelligence environment

- procure and import external data on comparative and competitor institutions and arrange for its transformation to enable the derivation of useful business intelligence

- manage the analysis of such information to transform it into a form that allows for consideration by senior managers of the University

6. Representation

- represent the Unit and the wider Planning Office within and beyond the University as appropriate

7. Statutory Obligations

- responsible for managing both a range of statutory returns (e.g. to OfS), principally in the student area, and relevant Freedom of Information Act enquiries for the Unit

- determine coding frameworks to be established to address external reporting requirements, meet needs for University business intelligence and optimise league table outturns
JOB DESCRIPTION

- devise strategic responses to changes on the external reporting environment, including those associated with the HESA Data Futures project and consider implications for the University’s data architecture
- provide business intelligence to support the development, monitoring and evaluation of the University’s Access & Participation Agreement

8. Other

- the above list is not exhaustive and is subject to change to meet the needs of the business
- the postholder may be required to undertake other duties within the scope and grading of the post as required by the Director of Planning
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree qualification or equivalent professional experience</td>
<td>Essential</td>
</tr>
<tr>
<td>Relevant professional qualification</td>
<td>Desirable</td>
</tr>
<tr>
<td>Evidence of Continuing Professional Development</td>
<td>Desirable</td>
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### Knowledge

| Deep knowledge/ understanding of the requirements of business intelligence within an academic environment | Essential             |
| Knowledge of the Higher Education funding environment, administrative systems, funding arrangements and regulatory issues | Essential             |
| Principles of master data management and data warehousing | Essential             |
| An understanding of change management and process improvement principles | Desirable             |

### Skills, abilities and competencies

| Ability to design a coherent and effective business intelligence strategy and structure the team appropriately to realise the strategy | Essential             |
| Able to identify the need for change and instigate and lead projects involving change. | Essential             |
| Able to build effective working relationships across group boundaries and manage inter-group projects | Essential             |
| Ability to delegate and empower staff to take decisions and initiate improvements | Essential             |
| Able to communicate effectively to audiences of technical and non-technical colleagues and to tailor communication to the audience | Essential             |
| Able to work effectively whilst under pressure in a business critical services environment | Essential             |
| Proven problem solving skills and the ability to think laterally | Essential             |
| Highly developed influencing, advocacy, negotiation and facilitation skills | Essential             |
| Leading teams using formal project methodologies (e.g. Agile or PRINCE) | Desirable             |
## PERSON SPECIFICATION

<table>
<thead>
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<th>Experience</th>
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</thead>
<tbody>
<tr>
<td>Significant experience developing, implementing and managing business intelligence provision in a large, complex organisation</td>
<td>Essential</td>
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<td>Experience of product and technology evaluation and specification of new services</td>
<td>Essential</td>
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<td>Creation, maintenance and expansion of data warehouses and associated reporting suites</td>
<td>Essential</td>
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<td>Instigating and managing projects with a track record of successful project leadership</td>
<td>Essential</td>
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<td>Defining and implementing service standards and measuring performance</td>
<td>Essential</td>
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<td>Contribution to strategy and policy development within own area of specialism</td>
<td>Essential</td>
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<td>Line management of a team of technical specialists with success in achieving strategic objectives</td>
<td>Essential</td>
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## Personal attributes

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</tr>
</thead>
<tbody>
<tr>
<td>Able to influence and motivate others to achieve strategic goals</td>
<td>Essential</td>
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<td>Personal credibility</td>
<td>Essential</td>
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<td>An advocate of technology and the benefits it can bring</td>
<td>Essential</td>
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<td>A flexible, adaptable outlook in response to changing needs</td>
<td>Essential</td>
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<td>Committed to delivering a high quality customer focussed service in an environment of continual review and change.</td>
<td>Essential</td>
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<td>Highly self-motivated, showing initiative and sound decision making</td>
<td>Essential</td>
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<td>Ability to build networks internally and externally to organisation to achieve benefits for the organisation.</td>
<td>Essential</td>
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<td>Committed to continuing professional development in both technical and leadership skills</td>
<td>Essential</td>
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<tr>
<td>Demonstrable commitment to Higher Education</td>
<td>Desirable</td>
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THE DEPARTMENT

The Planning Office supports the strategic planning of academic and professional service departments, develops and interprets management information to support departmental and institutional decision-making as well as supporting key institutional strategic horizon scanning in support of the University’s ambitions.

A small but critical central team, it has very close links to senior management and aids the University by helping it navigate turbulent policy and market environments. A key role is providing liaison between academic departments, professional services and relevant University committees and governance structures such as Planning Committee, Finance Committee and University Executive Board in terms of strategic planning considerations.

The Business Intelligence Unit, part of the Planning Office, is responsible for providing the business intelligence to underpin key strategic decisions, provides thought and technical leadership to other areas of University on how to take raw data and derive valuable insights through management information and business intelligence, as well as ensuring consistency and accuracy of data as required for statutory returns and by colleagues in all parts of the institution.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 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 to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. 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 multiple 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.
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 is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

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 7530
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 19 April 2019

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

Informal enquiries can be made to the Director of Planning, Rebekah Desport on 01904 322132 or at rebekah.desport@york.ac.uk

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

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