

## **Job Description**

**Role Title:** People Analytics Manager

**School / Dept:** Human Resources

**Grade:** 7

**Full or Part time:** Full time

**Reports to:** Head of HR Operations

**MPF4179**

## Overview

Sitting within the HR Operations team, the People Analytics Manager provides leadership for the People Analytics function, delivering a highly effective and responsive customer-focused central service. The position also works closely with the Strategy Department to ensure data is consistent and aligned across the University. It plays a pivotal role in advancing the HR Department's vision by driving and embedding a strong data culture, and by supporting University leaders to take greater ownership of their people data. In addition, the position ensures that people analytics provision is well-developed and delivered efficiently, effectively and reliably for both HR and the wider University. Through high-quality insight and strong analytical standards, it contributes to shaping and influencing data-informed decision making across the institution.

## Role Purpose

The People Analytics Manager is required to provide full life cycle customer focused support to the HR Department and University. The role holder will build and maintain effective working relationships with internal customers, stakeholders and HR colleagues, ensuring collaborative working across teams/areas at all levels. The culture and ethos of the role is directed towards enhancement of people analytics provision, including both quantitative and qualitative analysis of an outstanding quality, underpinned by customer service excellence.

The role centres on providing leadership for the University's reporting and analytics landscape, driving the development of clear, outward-facing dashboards and high-quality reporting outputs. It requires confidently interpreting, validating and presenting people data to support evidence-based decision-making. In addition, the role supports the People Analytics team, ensuring strong data governance, consistent analytical standards, and a culture of accuracy and insight across all reporting activity.

## Principal Duties & Responsibilities

- To lead, the People Analytics Team. Carrying out regular team meetings to ensure colleagues are kept up to date, including one-to-one meetings to ensure performance is reviewed and workloads monitored.
- Collaborate effectively with the Strategy Team to ensure consistency across all University Dashboards.
- Lead a high-performing, customer-focused reporting and analytics service, ensuring strong data governance, high-quality outputs, and a robust data culture aligned to agreed service standards.
- Lead the development of people analytics, ensuring stakeholders receive timely, accurate and trusted data and insights that support confident decision-making.
- Ensure full compliance with audit and any other relevant legislative requirements taking responsibility for the delivery of relevant statutory and regulatory returns including

Higher Education Statistics Agency (HESA), Research Excellence Framework (REF), Teaching Excellence Framework (TEF) and respond in an appropriate way to other external requests.

- Lead and be fully proficient in the effective use of Oracle and Power BI across HR and the wider University and collaborating on a programme of work that maximises the value of reporting and analytics functionality.
- To support the Workload System Administrator with the provision of the University's planning and reporting tool, Workload Allocation Management System (WAMS).
- Working closely with colleagues from around the University including Health and Safety, Strategy, Finance and any other stakeholders, act as the main point of expertise in relation to people analytics analysis techniques and methodology including taking responsibility of the delivery on specific reports or projects.
- Ensuring consistent application of data and trend analysis, by promoting best practice.
- Support the development of any project plans relating to people analytics enhancements or implementation of new provision to ensure they are maintained throughout the project life cycle, keeping abreast of all changes to the project.
- To manage data integrity whilst observing and having cognisance of relevant legislation, including the General Data Protection Regulation (GDPR), including data retention schedules.

## **Generic Duties**

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

## Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D).

### Qualifications

1. Hold a degree or equivalent, ideally with statistical/ analytical/ numerical content or equivalent or able to demonstrate equivalent work experience.  
(E)

### Background and Experience

2. Experience of using HRIS, including Oracle, data warehousing applications, and analytical applications including Power BI, Oracle Transactional Business Intelligence (OTBI), and Excel.  
(E)
3. Experience of designing and creating people analytics reports.  
(E)
4. Experience of designing, implementing and using reporting tools/ online dashboards.  
(E)
5. Experience of providing training and coaching on the development, production and use of people analytics.  
(E)
6. Experience in researching and analysing sector trends, external benchmarks and comparative data to inform priorities and drive targeted internal improvements. (E)  
(A)
7. Experience of qualitative and quantitative analysis of large and complex statistical data sets to extract management information to influence sound business recommendations and inform policy development.  
(E)
8. Experience of managing a team.  
(E)
9. Experience in a unionised environment.  
(D)
10. Experience of delivering high quality customer service in a complex organisation.  
(E)

## **Knowledge**

11. Ability to identify current priorities and flexibility to adjust workload and processes accordingly. Confidently advising and guiding colleagues in delivery of key tasks.  
(E)
12. An understanding of relevant law, including GDPR, its application and imminent legislative changes and their impact.  
(E)
13. An understanding of current employment law, its application and imminent legislative changes and their impact.  
(D)

## **Skills and Competencies**

14. Strong interpersonal skills with experience of working with a range of colleagues across departmental boundaries.  
(E)
15. Strong customer relationships – demonstrating good listening techniques to gain a thorough understanding of customer needs and delivering a prompt and efficient service.  
(D)
16. Ability to deliver quality outputs to high levels of accuracy and able to interpret analysis, spot missing data and inconsistencies in approach.  
(E)
17. Being organised and results focused with the ability to plan, prioritise and track multiple activities with an ability to multitask.  
(E)
18. Excellent data manipulation and data handling and presentation skills in a variety of applications e.g. Excel, Word, PowerPoint, including an ability to prepare and professionally present effective and accurate data and information.  
(E)