

## **Job Description**

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|---------------------------|--------------------------------|
| <b>Role Title:</b>        | Functional Data Analyst        |
| <b>Dept:</b>              | Registry, Legal and Governance |
| <b>Reference:</b>         | MPF2060                        |
| <b>Grade:</b>             | 7                              |
| <b>Full or Part time:</b> | Full time                      |
| <b>Hours:</b>             | 1.0 FTE                        |
| <b>Reports to:</b>        | Head of Student Data & Systems |

## **Overview**

### **Student Administration**

Student Success, Administration & Support Services (DSSASS) provides all of the student facing services delivered through the academic school professionals service teams and the centrally provided services. It is also responsible for providing the facilitating services that support the student journey. The teams are Student Administration, School Operations (School Offices), Student Experience and Support and University Library.

The Directorate's work is very varied and provides co-curriculum support through direct learner support in academic skills, careers planning and support as well study skills, access to accredited learning and student engagement, student support and well-being. The remit of the team is to proactively support students on their journey with the University and seek to enhance their experience through the effective delivery of our services those both seen and unseen.

The Student Administration Team is responsible for managing the customer service, data, systems and processes which support the student experience from point of registration, and onwards. It also manages external reporting and management information reporting on all our students. The team is divided into Customer Services, Data and Systems, Analysis and Information, UKVI Compliance and Timetabling and Logistics, each of which is led by a Head of Service

The Student Data and Systems team are responsible for the development, implementation and continuous improvement of the University's student data requirements and the systems required to support them. They ensure that the University's student data is of excellent quality, accurate and available on a timely basis. The team also ensure that the University's data and student journey and experience requirements are met, through identification of more streamlined and effective processes and developing a culture of continuous improvement.

### **Role Purpose**

Reporting to the Head of Student Data & Systems the Functional/Data Analyst will be focussed on enabling continuity with existing business-as-usual (BAU) activities while at the same time supporting knowledge transfer and building operational capacity for the enhancement of systems including the Student Information System (Banner) and MS

Dynamics CRM and supporting the development of an operational culture based on the highest professional values, including cross functional team work, customer service, innovation and university wide collaboration.

The role holder will be responsible for the analysis of data quality issues and their impact on training, processes and systems in accordance with the University's Data Quality Framework together with the management of the University's Data Dictionary Model, created in accordance with student data governance policy and procedures.

They will also be responsible for the definition, validation and dissemination of business and functional requirements, whilst supporting and facilitating business change. They will also be able to understand, document and manage the needs and opinions of a wide range of stakeholders, and act as the primary conduit between the customer community and the solution development team.

The Functional/Data Analyst will also be expected to lead on the development, agreement, and in some instances, execution of User Acceptance Testing.

The successful candidate will be able to demonstrate exemplary team working skills, a deep commitment to service excellence and the capacity to work flexibly and effectively with key delivery partners. They will be expected to demonstrate strong organisational and interpersonal skills and attention to detail in the creation and management of data.

## **Principal Duties & Responsibilities**

- To support the Head of Student Data & Systems in the design, definition and documentation of required data and systems changes, benefits and outcomes;
- To work with key stakeholders and operational colleagues to identify, analyse and embed improvements to data quality issues and their impact on training, business processes and systems.
- To use a range of recognised tools and techniques for the analysis and resolution of data issues;
- To support Data Stewards, process leaders and managers in the evaluation and reporting of data and data governance performance using sound metrics and key performance indicators and make recommendations for ***improvements***;

- To maintain the University's Data Dictionary and Data Standards model;
- To engage and consult with academic and professional services colleagues at all levels in the University, in order to define service requirements and standards, and to facilitate changes and improvements
- To investigate and resolve Second Line Product Support queries to agreed SLAs;
- To analyse and investigate the impact of change requests on system configuration, functionality, data structures and interfaces;
- To carry out non-technical user configuration as required;
- To maintain an up-to-date knowledge of systems used, future developments, and ensure that new functionality is utilised where appropriate;
- To be the primary point of contact between the University customer and user community; the Student Data & Systems team; and the IT development, operations and service teams to implement changes to systems, system configuration and interfaces, ensuring they accurately meet the documented business requirements;
- To manage changes to baseline requirements through effective application of change control processes and tools;
- To manage the delivery of agreed user level non-technical changes using tools such as Banner's MDUU (Mass Data Update Utility), SSEN (Self Service Engine), SDE (Supplemental Data Engine), Workflow, etc.
- To work with key users in planning and managing User Acceptance testing (UAT) including the creation of test scripts; support for end users; and defect management ensuring defects are genuine, reported, resolved and retested with the business.

- To support University strategic projects and the delivery of Student Administration business improvement projects to agreed quality, time and budget standards to sustain the successful utilisation and exploitation of student information systems at Salford;
- Design, organise and facilitate workshops with Data Stewards and Data Quality steering groups using a variety of information gathering and problem solving techniques, whilst obtaining commitment and buy-in to required change;
- Continuous self-evaluation of personal performance
- Support and deputise for team colleagues as required
- Perform any other duties appropriate to the grade as may be required by the Head of Student Data & Systems
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy
- 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.

## **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.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and 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 follows on next page

## **Person Specification**

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

### **Qualifications**

1. Graduate qualification or equivalent professional experience (E)
2. Commitment to continuing professional development (E)

### **Background and Experience**

3. Demonstrable experience of process analysis, (data) modelling and review, including the definition, documentation and validation of business requirements (E)
4. Experience of facilitating cross-organisational business and process improvement in a complex environment (D)
5. Experience in defining test plans and supporting user acceptance testing. (E)
6. Experience of analysing data issues and identifying improvements, successfully and positively engaging colleagues in these activities (E)
7. Experience of facilitating and supporting business change within a development environment. (E)
8. Demonstrable track record of the use of tools and techniques for capturing and managing data issues – e.g. SQL (E)

### **Knowledge**

9. Understanding the value of data governance and the importance of data cleansing in an IT enabled business system. (E)
10. A functional working knowledge of one or more Student Information Systems; for example, Ellucian's Banner and MS Dynamics CRM (D)
11. An aptitude for data modelling, process analysis and evaluation (E)
12. A thorough understanding and experience of implementing change to software systems and interfaces (E)
13. The structure, processes and organisation of Higher Education institutions and their core activities (D)

### **Skills and Competencies**

14. Ability to work in a team, be self-motivated, adaptable and flexible (E)
15. Strong communication, relationship building and networking skills (E)
16. Ability to write in a clear and concise manner and record information accurately and to deliver consistent high quality work, even at a very detailed level (E)
17. Excellent evaluation, organisation, decision making and time management skills with the ability to work to deadlines (E)
18. Excellent problem-solving and analytical skills with the ability to approach and resolve problems in a prompt, practical and efficient manner (E)

19. A demonstrable record of applying best practice and a customer centred approach to the work of an organisation to achieve outstanding results (E)
20. Ability to contribute to the development of a progressive, innovative and strategic vision for the Directorate in support of the aims and activities of the University (E)