

## Job Description

**Role Title:** Business Insights & Analytics Manager

**Dept:** Strategy

**Reference:** MPF2018

**Grade:** 8

**Full or Part time:** Full time

**Hours:** 1.0 FTE

**Reports to:** Deputy Director Strategy

## Overview

Are you ready to be a valuable member of our Strategy Directorate? Our passionate team is dedicated to helping leaders make informed decisions, driving performance improvements, and ensuring we're well-prepared for the challenges of tomorrow.

Our team leads on strategic planning, risk management and performance reporting and analysis. Working across the institution and with our partners, your job will be to help us:

- Design, build, test and improve dashboards that deliver actionable insights to staff at all levels that will help them deliver an outstanding experience for our students, researchers and clients;
- Delve into the facts and figures, extracting insights that will help us increase our cost-effectiveness;
- Help us identify and evolve our metrics so we can better manage our day-to-day and track our progress towards our aspirations.

The skills and competencies required reflect excellent core analytical capabilities coupled with insight, judgement and excellent stakeholder management in order to present evidence-based recommendations to senior leaders across the University about where performance can be improved. The role holder will demonstrate drive and tenacity to deliver exemplary service provision.

This is a full-time role; however, we would be open to offering this post as part of a job share arrangement. Flexible working arrangements are currently in place, allowing you to choose your hours within reason, with occasional on-campus meetings based on stakeholder requirements. Equally, office space is available on campus if you prefer to be around others whilst working.

## Role Purpose

The business Insight and Analysis Manager is a core enabling role within the Strategy Directorate. This role will be critical to driving and embedding a performance management culture across the University including ensuring business leads take strong ownership for their own performance data. The role is primarily to source, analyse and interpret appropriate data and intelligence in order to build evidenced recommendations on how to improve the University's performance and deliver the strategic plan.

The following core elements make up this role:

- Specifying and delivering insightful management information that supports University leaders in their planning, decision making and performance management. This will

include producing regular reporting and presenting findings to both managerial and executive audiences.

- Proactive recommendation of opportunities to improve the University performance through the provision of in-depth analysis, insight and recommendations in specific areas (e.g. achievement of student outcomes).
- Maintenance and assurance of the University's performance framework including the approach to data quality. This will require the role holder to provide leadership in ensuring business areas and strategy owners can and do take responsibility for providing robust management information covering their activity.
- To act as a thought leader for and to provide a 'centre of excellence' within the University for insightful advice and guidance to senior colleagues about performance and environmental analysis.

## **Principal Duties & Responsibilities**

### **Performance monitoring and reporting**

- Custodian and proactive advocate of the University approach to Management Information including maintenance of the governance, ownership and accountability structure for data and reporting.
- Develop, communicate and uphold high standards of management information data, for example, comparative benchmarking. Act as the gatekeeper and lead for the University's performance and reporting framework in order to ensure accurate timely information is provided.
- Research, identify and agree the annual key University indicators (University, School and professional service KPI's). Monitor and report on performance against externally set KPI's such as from the Teaching Excellence Framework (TEF) to ensure University leaders understand the performance.
- Provide programme level MI to support the achievement of the University's Academic Sub Strategies and Key Functional Strategies; advising strategy leads on progress in achieving strategic objectives.
- Access and develop benchmarks and best practices to inform University planning.
- Undertake impact evaluation, benefits identification and project level cost benefit analysis (including NPV and GVA) as part of project delivery.

### **Data quality and external reporting**

- Coordinate HESA returns, providing assurance that all relevant data is accurate.
- Support production of relevant OfS returns (e.g. Annual Monitoring Statement).
- Provide assurance to the Audit Committee over arrangements in place for data quality through provision of an annual report.
- To provide leadership in improving data quality, working with senior colleagues across the University;
- Support OfS and other regulatory consultations and requests.

### **Environmental scanning and analysis**

- Examine the potential impact on the University of policy changes and other environmental factors and recommend actions to optimise the University's position.
- Undertake analysis of the market position of the University and individual academic areas within it, particularly with respect to teaching and research, and share insight directly with the appropriate University managers and leaders.
- Analyse league table performance and how different strategies or activities may impact on the University league table position; predict future league table performance.
- Identify and advocate strategies for optimising external data returns to improve the attractiveness of academic programmes as presented via external league tables and comparison sites.
- Undertake analysis of student survey outcomes and make appropriate recommendations.

### **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. Hold a degree or equivalent, ideally with statistical and/or analytical content (E)
2. Relevant professional qualification (D)

### Background and Experience

3. Experience of leading the implementation of organisational KPI's, designing systems of measurement and presenting these in a systematic manner (E)
4. Experience of designing & implementing data schemas for the purposes of analysis and reporting (E)
5. Experience of designing and implementing exploratory and explanatory dashboards (E)
6. Experience of providing training and coaching on the development, production and use of MI (E)
7. Experience of delivering projects using a recognised method (e.g. Agile, Prince 2) (D)
8. Experience of working successfully in a role requiring high levels of persuasion, negotiation and political skill (E)
9. Experience in researching, collecting and using external data including financial and operational benchmarks to inform and target internal improvements (E)
10. Experience of using quantitative and qualitative methods to analyse and interpret complex statistical data sets to inform sound business recommendations and inform policy development (E)
11. Experience of building and using financial models to inform business decisions and options appraisal (D)
12. Experience of working in a higher education environment (D)

### Knowledge

13. Use of MI reporting tools (e.g. Power BI) (E)
14. A range of performance measurement and quantitative analysis techniques (E)
15. Strategic and operational planning in a complex organisation (D)
16. Service Catalogues and Service Level Agreements (D)
17. Financial appraisal methods including cost benefits analysis and NPV (D)

### Skills and Competencies

18. Excellent data manipulation and data handling skills in a variety of applications (e.g. Excel, PowerQuery, Python, SQL) (E)

19. Ability to prepare and present effective, accurate and insightful information to senior and executive level colleagues (E)
20. Effective communication skills including the ability to interpret complex policies and use data to present impactful management information for senior leaders to act upon (E)
21. Ability to use initiative and make effective decisions individually and as part of a team (E)
22. The ability to produce accurate, high-quality work to tight deadlines with a close attention to detail (E)
23. Outstanding organisational abilities and the ability to manage a range of tasks simultaneously work flexibly and adapt to changing priorities under minimum supervision (E)
24. Excellent relationship and networking skills at all levels within a large organisation from the Chief Executive/vice chancellor downwards (E)
25. Outstanding commitment to customer service (E)
26. Reliability, conscientiousness, and ability to maintain confidentiality (E)
27. Commitment to working within professional and ethical codes of conduct (E)