Candidate Information

Position:	Information Analyst (2 years)
School/Department:	Faculty Office AHSS
Reference:	19/107363
Closing Date:	Monday 29 April 2019
Salary:	£33,199 - £39,610 per annum (potential to progress to £43,266 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Tuesday 21 May 2019
Duration:	2 years

JOB PURPOSE:

To play a key role in the delivery of insight, management information and reporting within the Faculty of Arts, Humanities and Social Sciences to support the Faculty's strategic and operational objectives. Through the use of a variety of reporting tools, the postholder will enable the Faculty to meet its objectives and understand progress against these objectives, as part of managing business planning and performance monitoring more broadly.

MAJOR DUTIES:

1. Working as part of the Faculty team to look at all aspects of Faculty data (student, staff, research and finance) in order to provide regular reporting, robust analysis and to respond to ad hoc queries. This will involve trend analysis and the identification of issues that enable effective planning of short, medium and long term projects aligned to Faculty objectives.
2. Supporting the Faculty management team to design and develop reports which are relevant to decision-making, including Key Performance Indicators.
3. Provide regular reports to Faculty Executive Board, and other relevant areas of Faculty and University governance, summarising progress against operational and strategic targets, including highlighting any significant adverse performance, issues or risks.
4. Production of management information to support the Faculty SWAN agenda, including support for School SWAN Champions in the analysis and presentation of management information required for SWAN applications, and to facilitate regular reporting against SWAN objectives.
5. Ensure the integrity and availability of data to support strategic decision making, and develop and implement reporting systems to support the cycle of business.
6. Develop effective networks across the University to share best practice and integrate data systems in support of Faculty and University needs, participating in a number of project teams as the Faculty representative.
7. Independently monitor a range of Faculty initiatives and projects, taking the initiative to escalate as appropriate potential barriers to delivery, addressing those barriers which fall within their remit.
8. Adopt a proactive approach to using the range of data sources to provide insight and recommendations that drive a continuous improvement ethos across the Faculty.
9. Undertake benchmarking of QUB data with data from other UK and international universities and external organisations and partners where appropriate.
10. Provide guidance, support and training to users of the reporting tools within the Faculty.
11. Carry out other duties which are appropriate to the post as may be reasonably requested by the Faculty leadership team.

Planning and Organising:

1. Work with minimal supervision, planning and organising own work, managing conflicting and changing priorities.
2. Monitor progress of self and others in a project setting, ensuring agreed key project initiatives and operational plans are implemented and meet with professional and quality standards.
3. Contribute to organising short or medium term developments/activities within AHSS applying specialist knowledge.
4. Take lead role in communicating information on new developments and changing priorities to relevant stakeholders to support effective decision making, maximising quality, efficiency and continuity.

Resource Management Responsibilities:
1. Contribute to the management of resources within the area of responsibility to ensure they are effectively managed and monitored; and contribute to the wider Faculty resource planning process.
2. Organise and manage own time and workload to support the achievement of Faculty and University objectives.

Internal and External Relationships:
1. Regular contact with Faculty leadership team, in particular the Faculty Business Partners for HR, Finance, Marketing and Recruitment.
2. Establish an effective network of internal and external contacts to develop the level of knowledge and understanding across the spectrum of University activities to contribute across a range of projects and initiatives.
3. Work closely with staff in Faculty, Schools, and Professional Services Directorates in resolving data access, data quality and information systems issues.
4. Regular contact with committees and working groups to inform decision making.
5. Communicate across and outside the University; contribute to collaborative activities/initiatives related to information analysis and management information reporting.
6. Establish and maintain links with professional/specialist bodies or groups.

ESSENTIAL CRITERIA:
1. Degree or equivalent qualification, with a strong statistical element or covering strategic management and planning.
2. A minimum of three years' experience working in an environment involving direct responsibility for analysing and presenting information to inform strategic decision making.
3. Experience of collecting, reviewing, analysing and interpreting data and assessing data quality in order to contribute to a business planning process.
4. Experience of successful project co-ordination across a range of activities and managing competing priorities to achieve milestones on schedule providing specialist, professional advice, support and/or training.
5. Ability to present and analyse large amounts of data with strong spreadsheet and database query experience and the ability to develop useful formats and actionable insights
6. Excellent project management skills and experience of managing own work.
7. Ability to simplify and present complex data to a range of audiences.
8. Experience of interrogating multiple connected and disconnected bespoke business systems across an organisation and pulling that information into accessible formats and presenting recommendations and conclusions in support of business decision making.
9. Proficient in Microsoft Office, especially Excel, Word and PowerPoint.
10. Excellent communication skills (written and oral).
11. Excellent interpersonal skills, including evidence of positive negotiation and influencing skills with an ability to be proactive.
12. Willingness to work flexibly and beyond normal working hours to meet the requirements of the post.

DESIRABLE CRITERIA:
1. Experience of working in the Higher Education sector.
2. Experience in creating and maintaining business dashboards through the use of data visualisations to simplify complex datasets.
3. A recognised Project Management qualification.
4. Experience in using project management software.
5. Experience in using Tableau, QlikView, Microsoft Power BI, or any other Business Intelligence/Analytical software.