Job Description – Job Title: Information Analyst
2 Year Fixed Term
Full Time

About the role
The Information Analyst will deliver data insight, management information and reporting within the Faculty of Science, Technology, Engineering and Mathematics (STEM). The team’s role is to enable the faculty to use data visualisations and other reporting tools to meet the unit objectives and understand progress against those objectives.

The post-holder will contribute to the design of reports, data visualisations and the analysis of existing and new data sources to create insight into our data.

Scope will include looking at all aspects of faculty data and could include regular reporting, adhoc queries, deep dive analysis. Examples include:
- Strategic measures/Business planning – (understanding VCE reporting, providing faculty versions of VCE reporting, reporting progress against business plans)
- Students (student number planning – progress against, student retention data – reporting and insight, deep dive into a single module/qualification)
- Staffing (Survey data, strategic measures against staffing)
- Research (MI tool development)

Additionally, the post-holder will support the Senior Manager (Planning and Projects) where required to support the faculty involvement in the Core Systems Replacement Project.

Key responsibilities

Produce data analysis and visualisations
- Develop an understanding of the current reporting available across the OU and support users awareness of other reporting.
- Locate, interrogate, combine and check validity of data from a range of sources, including the University’s management information systems and student databases.
- Present data in formats that are clear and accessible using appropriate software and visualisation techniques.
- Thoroughly test and validate all output.
- Document systems, processes, definitions and visualisation developments.
Support data-users and colleagues
- Identify customer management information needs and translate requirements into data and visualisation designs.
- Carry out user testing to ensure outputs meet the customer needs.
- Respond to internal requests for information and liaise with the analytics community.
- Provide training and consultancy to business users of the reports.
- Provide user guidance documentation in a clear, intuitive format to maximise user understanding of the tools.
- Take a role in providing support through new system developments as required.

General support
- Support the Senior Manager (Planning and Projects) with project support as required.
- Be flexible and adaptable to meet the changing demands of the unit.

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**Person Specification**

**Education, qualifications and training**

**Essential**
- UG degree or equivalent or work experience at a comparable level in a subject with a strong maths or statistics element.

**Desirable**
- SAS Certification

**Skills and experience**

**Essential**
- Experience of creating and maintaining visualisations to present complex data in a meaningful way including PowerPoint presentations and dashboards (E.g. via Tableau, Power BI, etc.)
- Experience of data manipulation using SAS, SPSS or a similar analytical tool to prepare and analyse large datasets
- Evidence of providing insight from data and quality improvement achievements in work and analysing data to drive improvements.

**Desirable**
- Familiarity in using statistical techniques in a business environment

**Personal abilities and qualities**

**Essential**
- Proven ability in translating business needs into data specifications.
- Skilled in managing, interpreting and evaluating activities using qualitative and quantitative data
- Ability to present analysis accurately and effectively in a variety of formats and explain statistical and other complex data and ideas to others who do not have a technical background.
- Ability to work collaboratively across different teams and independently as part of a team and Experience developing and maintaining effective working relationships across with other analyst colleagues as well as providing support to report consumers.
• Excellent IT skills generally and the ability to use software packages, particularly Microsoft Word, Excel, Outlook email and PowerPoint and the aptitude to learn and use new ICT tools

• Ability to work under pressure, to organise and manage priorities and deal with unforeseen issues. Enthusiasm, willingness and proven ability and capacity to embrace new ideas, develop new skills and adapt to changing situations and requirements

• A sound understanding of, as well as commitment to, Equal Opportunities practice

_Desirable_

• Experience of providing support to formal project groups

• An interest in education in general and higher education in particular