Job Description – Senior MI Analyst

About the role

This role is based in Academic Services. You will be part of the Academic Services Management Information Team within the Strategy and Quality Development team and will be a subject matter expert providing data insight and analysis to key stakeholders across the university through identifying and monitoring trends and will produce both written and verbal evaluative reports to key stakeholders.

Key responsibilities

- To track and review student performance and behaviours through a range of sources and provide insight and recommendations for actions to support student success.

- To work closely with business partners to support the development of strategic plans for proactive initiatives within Academic Services and wider throughout The Open University.

- To analyse the impact of proactive student support initiatives to provide insight into the impact they are having on student recruitment, retention and progression.

- Provide in-depth analysis that supports the evaluation of individual proactive campaigns.

- To produce evaluative reports with a holistic approach to the impact of proactive contact.

- To carry out exploratory scenarios, present findings and analyse options and impacts.

- To own the process of extracting consistent and accurate data, which may subsequently be used to drive business decisions.

- To work closely with other members of the MI team to ensure consistency of approach, clarity of objectives and delivery of high-quality outputs.

- To proactively disseminate information received, formally or informally, to ensure appropriate and timely sharing of knowledge across the service.
Skills and experience

1. Extensive experience as an Analyst, strong IT skills and the ability to use a range of software packages including Microsoft Access, Excel, Word and PowerPoint to an advanced standard. Experience of analyzing data in SAS (or similar statistical software packages) would be advantageous
2. Experience and knowledge of business performance analysis and evaluation methodology and techniques, using data to develop insights and identify opportunities for improvement
3. Ability to develop effective working relationships, communicate clearly, concisely and effectively at all levels. Ability to quickly establish presence and credibility with stakeholders
4. Ability to work collaboratively across team boundaries to achieve objectives
5. Strong information and data management skills, with the ability to gather, analyse, interpret, structure and present information effectively, in order to meet the needs of the intended audience
6. Ability to take ownership of a specialist area of work, meet deadlines and plan and organise a wide range of activities
7. Positive and flexible approach and an attitude which is responsive to and welcomes new challenges.

All staff are expected to:

- Comply with the University’s Health and Safety and Equal Opportunities policies in the performance of your duties
- Take reasonable care of the health and safety of yourself and that of any other person who may be affected by your acts of omissions at work
- Co-operate with The Open University in ensuring as far as is necessary, that Statutory Requirements, Codes of Practice, University Policies and Departmental Health and Safety arrangements are complied with
- Demonstrate a strong commitment to the principles and practice of equality and diversity