Job Description – Data Analyst

Data and Student Analytics, CIO Portfolio

About the Role

The Data and Student Analytics team provides expert data analysis and reporting to support and proactively drive the university’s recruitment and student success strategy through continuous innovation. As a team we aim to support our key stakeholders in the university by enabling evidence driven decision making through data and analytics.

Data Analysts within the team have the following three main responsibilities

- Business intelligence – creating and maintaining reports and dashboards that enable curriculum and/or marketing teams to monitor performance, identify issues and take evidence based action; and providing required reports into key management groups.
- Managing and servicing data requests – responding to specific requests for data and analysis from across the university where self-serve tools do not exist, including supporting response to Freedom of Information requests.
- Strategic analysis – conducting deep dive pieces of analysis to provide insight into an identified business question or proactively drive recommendations to improve student success and satisfaction.

An individual analyst will typically work in support of a specific university function (such as marketing, curriculum or student surveys) supporting others areas where required and carry out a range of the above three tasks.

Key Responsibilities

- Contribute to the development of coherent and relevant analytical frameworks which deliver actionable reports or business insights that drive improved student success and satisfaction.
- Carry out robust analysis using a range of data sets, including both qualitative and quantitative data, and interpret findings to present appropriate conclusions or report/dashboard outputs.
- Bring together the output from analysis into simple and persuasive stories and present these in visual reports (slide-decks or written) or dashboards.
- Engage with stakeholders across the University to understand their reporting and data analysis needs.
- Produce dashboards which are fit for purpose and provide insight and narrative with recommendations to the end-users based on data and to support reporting to management groups.
- Evaluate and, where appropriate, constructively challenge requests for data and analysis from stakeholders and suggest additions or improvements.
• Ensure requests for data and analysis are completed in a timely manner, identifying where additional resource will be required or where the request should be directed elsewhere, and communicate effectively with colleagues within and outside the team to ensure expectations are fulfilled.

• Provide training, briefing and guidance on the use of Data and Student Analytics reports, dashboards and tools to enable users to self-serve.

All staff are expected to:
• Take a proactive approach to work and be flexible and adaptable to meet the changing demands of the work and the University.
• Pay close attention to detail in all aspects of work to ensure a high standard of output
• Ensure that all relevant data protection, information security and data retention policies are adhered to.
• Undertake any other duties which may reasonably be required
• Demonstrate a strong commitment to the principles and practice of equality and diversity

Skills and Experience
• Undergraduate degree / equivalent, or work experience at a comparable level, in a subject with a strong mathematics or statistics element

• Strong practical ability to manipulate and analyse large and complex datasets (using SAS, SQL, R, Python or equivalent)

• Proven ability to understand business questions and contribute to the development of a coherent analytical framework which delivers insight into performance

• Experience of analysing complex data from a wide range of sources including both qualitative and quantitative data and interpreting outputs appropriately

• Ability to tell simple and persuasive stories using complex data or analysis aimed at a variety of stakeholders, including non-technical audiences, through effective visuals (using e.g. MS PowerPoint) or dashboards (using e.g. Tableau, MS Power BI or similar tool)

• Excellent team working skills, with the ability to collaborate in multi-functional teams with other analysts, project managers and subject matter experts

• Excellent communication and presentation skills, both oral and written, with the ability to interact effectively with all levels within the organization

• Able to work independently, prioritise workload, work well under pressure and respond to change in a flexible and positive manner

• Strong working knowledge of using Microsoft Office applications and specialist data visualisation applications to create visually impactful presentation of data analysis