Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>14745</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Information Analyst</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Head of Returns</td>
</tr>
<tr>
<td>Salary:</td>
<td>£32,548 to £38,833 depending on knowledge and experience</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic-related</td>
</tr>
<tr>
<td>Grade</td>
<td>G7</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Temporary contract for 2 years</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Full Time</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>12:00 noon, 22 August 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Full version and covering letter detailing how you meet the person specification</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td><a href="mailto:Strategy-Info-Recruitment@open.ac.uk">Strategy-Info-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>
2. Summary of duties

Role Summary

The post holder works within the Strategy & Information Office to support the provision, preparation and analysis of management information in support of institutional and unit planning and reporting. The main focus of this post is to support the Returns team in the preparation of the University’s statutory student and staff returns to funding bodies and the Higher Education Statistics Agency (HESA).

Main duties

1. Development and maintenance of management information systems
Contribute as one of a team to the development and maintenance of systems supporting the University’s primary management information needs, through:

- Preparation of the university’s statutory returns for funding bodies and HESA
- Provision of information related to statutory returns and surveys for internal and external customers
- Maintaining a comprehensive audit trail of documentation and data relating to statutory returns
- Analysis and system design
- SAS programming
- Contributing to continual improvement of processes and systems
- Use of the web to provide access to information
- System documentation
- Interfaces with other systems
- Designing, producing and analysing summary statistical reports.

2. Other information analysis, including:

- Support for ad hoc requests for statistical information and liaison with other units to meet their needs for information and analysis.

3. Support for customers, including

- Contributing to building and maintaining strong working relationships within the Strategy and Information Office and across the university.

4. Other

- Undertake other duties within the Strategy & Information Office as may be required.
3. Person specification

### Requirements (E = Essential/ D = Desirable)

#### Education, qualifications and training

**Essential:** Undergraduate degree or equivalent qualification with a strong mathematics and/or statistics element.

#### Knowledge, work and other relevant experience

**Essential:**
1. Experience of data manipulation using SAS, SPSS or a similar analytical tool to prepare and analyse large datasets and a willingness to become proficient in writing SAS code.
2. Proven ability with word processing and spreadsheet tools.
3. Ability to work across multiple IT systems generally.
4. Experience of data analysis and of presenting the results of data analysis.
5. Ability to translate complex data specifications into organisation-specific requirements.

**Desirable:**
1. Experience of programming with SAS.
2. Knowledge of higher education statistics.
3. Familiarity with statistical techniques and their application in a business environment.

#### Personal abilities and qualities

**Essential:**
1. Ability to work collaboratively as part of a team and to work independently using own initiative.
2. Ability to produce clear written reports, to contribute to informal and formal discussions and presentations, and to deal effectively with internal and external customers at all levels.
3. Ability to work under pressure, prioritise work and deal with unforeseen issues.
4. Willingness and ability to embrace new ideas, develop new skills and adapt to changing situations and requirements.
5. Excellent attention to detail in both language and data
6. Knowledge of and commitment to equal opportunities.

4. Role specific requirements e.g. Shift working

None.
5. About the unit/department

The Strategy and Information Office is led by the Director of Strategy who is a member of the Vice-Chancellor’s Executive and reports to the University Secretary. The Strategy and Information Office plays a critical role in enabling others to be successful in supporting The Open University and its students by:

- Having a fit-for-purpose strategy that is understood and supported by the organisation;
- Improving The Open University’s ability to make the right change, and make the change right; and
- Making data and insight a source of competitive advantage for the University, for the benefit of students.

The Data and Insight function within the Strategy and Information Office currently provides information and analysis to all parts of the University and to our external customers. Information is regularly provided on student recruitment, module and qualification completion and retention, and institutional performance. We prepare and submit the University’s statutory returns for student, staff and student-related research data and play a key role in the University’s financial and operational planning through the generation of student recruitment projections and targets.

Much of our work is concerned with the cycle of strategic and operational planning and in supporting business development within the University:

- A five-year student recruitment forecast and the setting of annual student number plans for a range of internal purposes including income and expenditure modelling and operational planning;
- Monitoring student numbers (at registration and at completion) against funding requirements for each nation;
- Reports of actual students numbers and a one-year student number forecast, updated monthly, to support financial and operational management;
- New analytical tools to help improve the experience of enquirers and students;
- Supporting operational colleagues to target interventions through predictive analytics.
- Preparing and submitting the annual individual student and staff records to HESA and the range of student-related returns made to funding agencies;
- Providing authoritative information on student numbers for a range of internal reporting and monitoring purposes, including information for publicity purposes and for institutional dashboards.

We also use our skills in managing data and in SAS and statistical techniques to provide a general analytical service, including:

- A web facility to enable users to produce statistical summaries of student data;
- Reports and analysis in specific areas; for instance on Widening Participation.
- Advice, access to datasets and support for other users wanting to undertake analysis;
- A service responding to queries from around the University for statistical information and analysis;
- Development of new tools to improve the use of management information, with current projects concerned with the further development of a data warehouse approach to data management and the adoption of SAS VA as a visualisation tool.

There are currently approximately 55 staff in the Strategy and Information Office, divided between the unit’s core functions of Strategy, Change and Data and Insight.
### 6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Judith Dutton on 01908 655003 or email: Judith.dutton@open.ac.uk.

If you have any questions regarding the application process please contact Sheila Mace on 01908 655088 or email: Strategy-Info-Recruitment@open.ac.uk.

### 7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>12:00 noon, 22 August 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should enclose:</td>
<td></td>
</tr>
<tr>
<td>• A covering letter, clearly indicating how you believe you meet the person specification. Please ensure you provide relevant examples as evidence to support your statement on no more than two sides of A4.</td>
<td></td>
</tr>
<tr>
<td>• Your completed application form (long version).</td>
<td></td>
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</tbody>
</table>

**Post it to:**

<table>
<thead>
<tr>
<th>Name/Job title:</th>
<th>Sheila Mace, Recruitment Co-ordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/Unit:</td>
<td>Strategy and Information Office</td>
</tr>
</tbody>
</table>
| Address: | Wilson B block, 3rd floor  
The Open University  
Walton Hall  
Milton Keynes |
| Post Code: | MK7 6AA |
| Or e-mail your application to: | Strategy-Info-Recruitment@open.ac.uk |

### 8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Judith Dutton, Head of Returns</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>TBC</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Week commencing 3 September 2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>An interview and two tasks to be completed by shortlisted candidates, one before the interview and one on the day of the interview.</td>
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</table>

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates. Applications received after the closing date will not be accepted.