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>14853</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Management Information Analyst</td>
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<tr>
<td>Reports to:</td>
<td>Senior Manager, Management Information and Processes</td>
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<tr>
<td>Salary:</td>
<td>£26,495 to £31,604</td>
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<tr>
<td>Terms and conditions:</td>
<td>Admin Support (S&amp;C)</td>
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<tr>
<td>Grade</td>
<td>GR6</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</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>Midday on Monday, 20 August 2018</td>
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Type of application form accepted: Long version application form with a covering letter, of no more than 500 words, you should address why you are applying for the role and summarise your two main attributes that make you an ideal candidate for this post.

CVs will not be accepted without an application form and covering letter.

Number of referees required: 2

Unit recruitment contact: ss-sts-recruitment@open.ac.uk
## 2. Summary of duties

**Role Summary**

The post holder will play a pro-active role in the Academic Services MI (AS-MI) Team, supporting in a variety of work streams and key outputs. Responsibilities will range from the production, testing and validating of a variety of Management Information (MI) reports and visualisations to support key business processes and decisions.

The post holder will work closely with other members of the AS-MI team co-ordinating ad-hoc requests for information whilst managing expectations, ensuring consistency of approach, delivery of high-quality outputs and will assisting in the organisation and co-ordination of team initiatives and activities.

The post holder will be responsible for owning the process of extracting consistent and accurate data, which may subsequently be used to drive business decisions.

**Main Duties and responsibilities**

The post holder will be responsible and accountable for the following:

### Information Gathering, Production of Outputs and Maintenance of Processes:

- To gain an excellent understanding of the various sources of performance data, their availability, limitations and strengths
- To collate and maintain historical information and to validate the accuracy of data feeds in order to ensure high-quality outputs
- To support the Unit by providing timely, accurate and usable data
- To support the Senior Operation Managers, Centre Managers, and Team/Operation Managers by providing appropriate and timely information and advice to contribute to the smooth running of the Operation
- To compile large datasets, analyse results and provide actionable recommendations
- To create and maintain clear and accurate Standard Operating Procedures for use within the team to ensure continuity, protect the integrity of data and promote consistency of practice
- To maintain and take ownership of Operational Dashboards
- To maintain and take ownership of the AS-MI Team SharePoint and Intranet sites

### Analysis and Presentation:

- To provide well-structured data that can be easily manipulated if assumptions change
- To conduct quick quantitative and qualitative analysis. This may include data from a variety of data sources
- In conjunction with other MI Analysts, to design a suite of MI reports which provide regular insight into key business drivers
- In conjunction with other MI Analysts, to combine data sources in order to deliver multi-dimensional insight into the contact centre operation
- To write clear, accessible and engaging reports and to deliver presentations for a range of audiences

### Other:

- To participate actively in or manage one-off projects relating to the work of the service
- To travel to additional centre locations when required
- To undertake other duties as assigned
- To undertake all duties in accordance with internal policy and external legislation
- Working with the Senior Manager MI and Processes, to understand personal performance and areas for development
### 3. Person specification

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<tr>
<th>Education, qualifications and training</th>
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<td><strong>Essential:</strong></td>
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| **Desirable:** | • Experience as an MI Analyst in a multi-channel contact centre or experience of Telephony systems, using workforce management software  
  • Experience of SAS capability  
  • First degree or equivalent |

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<tr>
<th>Communication and Interpersonal Skills</th>
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| **Essential:** | • Ability to communicate clearly, concisely and effectively at all levels  
  • Ability to develop effective working relationships with a wide variety of colleagues and to work collaboratively across team boundaries to achieve objectives  
  • Excellent attention to detail |

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<th>Intellectual and Analytical Skills</th>
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| **Essential:** | • Strong information and data management skills, with the ability to gather, analyse, structure and present information effectively, in order to meet the needs of the intended audience  
  • Ability to deliver insight in order to promote good decision-making and drive understanding |
| **Desirable:** | • Ability to identify and explain linkages between different datasets, creating a multi-dimensional view of the business |

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<tr>
<th>Organisation and Co-ordination Skills</th>
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| **Essential:** | • Ability to work to deadlines and to plan and organise a wide range of activities  
  • Ability to take personal responsibility and ownership for a specialist area of work |

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<tr>
<th>Computer Literacy and Systems Experience</th>
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| **Essential:** | • Extensive experience and competence in MS Excel and manipulation  
  • Provision of MI that communicates business operational performance and supports the resolution of business questions  
  • Experience of data analysis and of presenting the results of data analysis  
  • Proved track record working with spreadsheets  
  • Substantial knowledge of Microsoft Office products |
Desirable:
- Experience of Business Objects
- Experience of using WFM packages to inform decision making
- Experience of SAS reporting

Personal Qualities

Essential:
- Excellent organisation skills, including the ability to prioritise competing demands and manage a range of duties, often delivering to tight deadlines
- Clear aptitude to work within a team
- Excellent communication and presentation skills, both oral and written
- Positive and flexible approach and an attitude which is responsive to and welcomes new challenges
- Enthusiastic to embrace new ideas, an interest in data and a stickler for detail
- Willingness to develop and harness new analytical skills

4. Role specific requirements e.g. Shift working

None

5. About the unit/department

ACADEMIC SERVICES
The most crucial interactions and relationships with registered students are managed through Academic Services, working in collaboration with colleagues in the University, and in particular those in central academic units.

Academic Services employs approximately 900 staff and is led by the Director of Academic Services who reports to the University Secretary and is organised as follows:

Five units based at Walton Hall, Milton Keynes, Manchester and Nottingham
- Assessment, Credit and Qualifications
- Student Recruitment and Fees
- Access, Careers and Teaching Support
- Student Support
- Office of Director, Academic Services

Along with three National Centres based in Scotland, Wales, Ireland.

Student Support
The unit offers strategic and operational leadership in supporting OU students. The unit is responsible for the delivery of frontline services to students along with the ‘back office’ functions required to ensure that student
support is delivered in an efficient and timely manner that meets appropriate quality standards. Led by Pat Atkins, Director the unit is organised as follows.

There are four, Faculty-aligned SRSCs (Student Recruitment and Support Centres)

**SRSC (STEMA)** based in Manchester, supporting the Science, Technology, Engineering, Maths and Access (STEMA) faculty

**SRSC (WELS)** based in Nottingham, supporting the Wellbeing, Education and Language Studies (WELS) faculty

**SRSC (FASS)** based in Milton Keynes, supporting the Faculty of Arts and Social Science (FASS)

**SRSC (FBL)** based in Milton Keynes, supporting the Faculty of Business and Law (FBL)

The SRSC operation is supported by the **SST (Student Support Team) Hub** and **Planning and Resources Team** both based in Milton Keynes.

### 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 email: ali.hirji@open.ac.uk.

If you have any questions regarding the application process please email ss-sts-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>Monday, 20 August 2018</th>
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<tbody>
<tr>
<td>Post it to:</td>
<td>The Open University</td>
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<tr>
<td>Name/Job title:</td>
<td>Staffing &amp; Recruitment Support Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Academic Services</td>
</tr>
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</table>
| Address: | Frank Henshaw Building  
Hammerwood Gate  
Kents Hill  
Milton Keynes |
| Post Code: | MK7 6BY |
| Or e-mail your application to: | ss-sts-recruitment@open.ac.uk |
8. Selection process and date of interview

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<tr>
<th>The interview panel will be chaired by:</th>
<th>Ali Hirji, Senior Manager, MI and Processes</th>
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| The other members of the interview panel will be: | Wayne Liddle, Senior MI Analyst  
Deborah Peat, Head of Strategy and Quality Development |
| The interviews will take place on: | 29 or 30 August 2018 |
| The selection process for this post will include | An interview, presentation (further details to be confirmed after shortlisting) and a task to be completed on the day of the interview. |

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.

If you do not hear from us by **24 August 2018** you should assume that you have not been shortlisted for interview but we do thank you for your interest.

**Applications received after the closing date will not be accepted.**