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>15661</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Information Analyst</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Senior Manager (Resources, Planning, and Operations)</td>
</tr>
<tr>
<td>Salary:</td>
<td>£33,199 - £39,609 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>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37 hours per week (Agile working arrangements would be considered)</td>
</tr>
<tr>
<td>Location:</td>
<td>Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>Noon on 15 March 2019</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Standard (see Section 7 for more information)</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>2</td>
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</tbody>
</table>
2. Summary of duties

The Information Analyst will play a key role in the delivery of insight, management information (MI) and reporting within the Faculty of Arts and Social Sciences (FASS), to support the monitoring, reporting and management of the Faculty’s strategic, commercial and business-as-usual performance.

The Planning and Operations team is aiming to increase the use of data visualisations and other reporting tools to enable us to meet the unit objectives and understand progress against those objectives, as part of managing business planning and performance monitoring more broadly.

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 the Faculty’s performance. The outputs will guide recipients of the data through the insight and add contextual information where appropriate to support that insight for decision making purposes.

The scope of the role includes looking at all aspects of faculty data (student, staff, research and finance) and outputs that include regular reporting, adhoc queries and deep dive analysis. The role-holder will work with key stakeholders to design and develop reports (including prioritisation of data) which are relevant to decision-taking, including Key Performance Indicators. The users of the reports/data will likely include Faculty Executive, the wider Faculty Assembly, Planning and Resources meetings, Schools’ management, Boards of Studies, individual module and qualification teams, Research Committees, etc.

Key Responsibilities.

Collate, develop and maintain information:

- Work collaboratively with other University units (e.g. Strategy and Information Office) in harnessing the available in-house data sources and systems, and data analysis and analytics resources, to support the Faculty business and MI needs.
- Compile and maintain datasets using SAS/SAS Enterprise Guide.
- Locate, interrogate, combine and check validity of data from a range of sources, including the University’s management information systems and student databases.
- Thoroughly test and validate all output.
- Document systems, processes, definitions and visualisation developments.

Produce data analysis and visualisations to develop understanding and insight of faculty performance:

- Produce regular and adhoc reports and tools (e.g. ‘dashboards’), from a range of data and information sources, to support the Faculty in managing the performance of Faculty activities and to inform business decisions.
- Collate and analyse data from information sources within and outside the University to interpret and present the information/analysis for dissemination to Faculty staff.
- Provide regular (e.g. monthly/quarterly) reports, and presentations as appropriate, to Faculty and Schools audiences and wider senior management team, summarising the operational and strategic performance and progress towards strategic and commercial objectives and performance targets, including the highlighting of any significant adverse performance variances and risks/issues.
- Present data in formats that are clear and accessible using appropriate software and techniques.
- Take responsibility to undertake commissioning of new analysis in support of the Faculty’s strategic objectives and business needs.
• Develop and maintain a deep understanding of the key drivers of the Faculty’s strategic, operational and financial performance to help inform strategy development, implementation planning and continuous improvement in its performance management processes and tools.
• Use data analysis to evaluate the effectiveness of decisions taken, including the direct and indirect value of Faculty partnerships, and the usage of the FASS Scholarship Centre.
• Support the Faculty with student number and student success MI, including providing support with setting targets and monitoring performance and through developing MI to enable the Faculty to develop a closer understanding of the student experience and student satisfaction.
• Monitor MI from other areas of the University (where it relates to FASS students, etc.) and escalate if required, for example, where the Faculty has a Service Level Agreement.

Line management

• Line management of at least one member of staff in the Planning & Operations team (the Coordinator for Web Services and Communication), particularly for oversight of the Faculty’s GDPR activity, for which the Coordinator has responsibility.
• The post holder will work closely with the Senior Manager (Communications and Online Services) for support regarding Web Services delivered by the Coordinator.

Support data-users and colleagues

• Identify users’ management information needs and translate requirements into data and visualisation designs.
• Be the Faculty’s central point of contact for data provision and the core data sets used within the Faculty.
• Develop and maintain intuitive, user friendly data visualisations. Carry out user testing to ensure outputs meet the customer needs.
• Respond to internal requests for information and liaise with the analytics community to ensure consistency.
• Provide training and consultancy to users of the reports.
• Provide user guidance documentation in a clear, intuitive format to maximise user understanding of the tools.
• Alert colleagues to new information and developments that may be of interest or have implications for strategic and unit priorities.
• Set up and maintain a faculty MI intranet page to share reports and information.
• Build a close working relationship with others, including the Student Recruitment & Support Centre, in order to facilitate closer understanding of the full breadth of the Faculty’s student data.

General support

• Act as a key point of contact for staff needing information in relation to the reporting developments.
• Be flexible and adaptable to meet the changing demands of the Faculty and the University. There may be a need to undertake some project work related to, but outside, this specific remit, as part of the wider team.
## 3. Person specification

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

#### 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

#### Knowledge, work and other relevant experience

**Essential:**
1. Excellent information management skills including the ability to gather, analyse, interpret and present qualitative and quantitative information from a wide variety of sources effectively.
2. Experience of designing and developing management information, measures and KPIs and utilising performance reporting and management systems, tools and processes (e.g. business performance reports, presentations, dashboards, scorecards).
3. Experience of creating and maintaining visualisations to present complex data in a meaningful way, through both online and offline communication channels.
4. Experience of data manipulation using SAS, SPSS or a similar analytical tool to prepare and analyse large datasets.
5. Evidence of providing insight from data to drive improvements.

**Desirable:**
1. Experience using SAS VA or Tableau (or other similar tool) to create data visualisations.
2. Familiarity using statistical techniques in a business environment.
3. Experience of line management.
4. Experience working in higher education.

#### Personal abilities and qualities

**Essential:**
1. Proven ability to translate complex data specifications into organisation-specific requirements and to analyse and explain statistical and other complex data and ideas to others who do not have a technical background.
2. Ability to think proactively about the implications of management information and analysis of the ‘bigger picture’ and, where appropriate, challenge assumptions.
3. Ability to instinctively ‘see’ problems in the data and the ability to translate data into insight.
4. Confident in working with raw data (numeracy skills).
5. Skilled in managing, interpreting and evaluating activities using qualitative and quantitative data.
6. Ability to work collaboratively across organisations and functions, and with academic, technical, administrative and external colleagues, to achieve performance objectives, outputs and outcomes.

7. Ability to work independently, planning, scheduling and managing a range of complex tasks, and as part of a team. Ability to deal with unforeseen issues (flexible, adaptable and with initiative to adjust plans to meet new deadlines).

8. Excellent attention to detail in both language and data.

9. Excellent communication and presentation skills, both oral and written, contributing to information, formal discussions and presentations. Ability to provide support and help to report consumers (interpersonal skills).

10. 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.

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

Desirable:

1. Experience providing support to formal project groups.

2. An interest in education in general and higher education in particular.

4. Role specific requirements e.g. Shift working

None.

5. About the unit/department

The Faculty of Arts and Social Sciences (FASS)

The Faculty is the largest and most diverse at The Open University, with some 50,000 students studying our modules with excellent completion rates and consistently outstanding student satisfaction ratings. Noted for the strength of our interdisciplinary approaches, our scholars of international standing teach and research a very wide range of topics and themes in specific subject areas, recognized as world class or internationally excellent in the latest Research Excellence Framework (REF) in 2014, and having a direct and profound influence on our undergraduate and postgraduate teaching.

The Faculty is currently organised into four Schools:

- School of Psychology
- School of Politics, Philosophy, Economics, Development, Geography
- School of History, Religious Studies, Sociology, Social Policy & Criminology
- School of Arts and Cultures

Students are supported by three Student Support Teams. These teams offer specialist study support to students undertaking our qualifications across the University. Members of academic staff, including regional academics, form part of these teams in sustaining and improving student progression and retention.
The Faculty works closely with important organisations and institutions in the UK and other parts of the world in a range of validated partnerships and collaborations. Engaged in world-class, agenda setting research tackling the most difficult challenges facing us in the 21st Century, with work in numerous subject-based and interdisciplinary research groups and projects.

With c.1800 members of staff comprising academics, associate lecturers, support staff and full-time research students working across the locations of the University, combining originality and innovation in research and curriculum, the Faculty of Arts and Social Sciences is a vibrant and exciting place to study and work.

To find out more about the Faculty’s teaching, learning and research, please visit: http://fass.open.ac.uk/

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 either Roger Knowles email roger.knowles@open.ac.uk or Clare Ikin email c.m.ikin@open.ac.uk

If you have any questions regarding the application process, please email: Resourcing-Hub@open.ac.uk

7. The application process and where to send completed applications

| Please ensure that your application is submitted to be received by: | Noon 15 March 2019.  
Applications received after the closing date will not be accepted. |
|---------------------------------------------------------------|---------------------------------------------------------------------|
| Your application should include the following:               | • A completed application form (standard version).  
• A covering letter in which you set out precisely the evidence of how you meet the person specification (addressing each element in turn) and what you can bring to this post.  
• A Curriculum Vitae. |
| Post it to:                                                   | The Resourcing Assistant |
| Address:                                                     | People Services  
Level 1 South, Berrill Building  
The Open University  
Walton Hall  
Milton Keynes |
| Post Code:                                                   | MK7 6AA |
| Or e-mail your application to:                              | Resourcing-Hub@open.ac.uk.  
Please ensure you quote the vacancy reference in the subject heading of your email. |
### 8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>To be confirmed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Further panel members will be advised to candidates successful for interview.</td>
</tr>
<tr>
<td>The interviews will take place:</td>
<td>Date still to be confirmed but expected to take place early/mid April 2019.</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>A 45-minute interview and a task to be completed 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.