Job Description – Data Quality Analyst

About the Role

The purpose of this role is to support the Director Student Management in the design and implementation of a Data Quality capability across the Student Management Programme team. Driving improved Data Analytics, Data Management and Data Governance across the organisation.

The successful candidate will bring experience of Data Quality processes, standards development, reporting and issue resolution to the role. This role will be technically and business focused, working closely with business SME’s to define Data Quality standards, business rules, exception management processes and issue escalation processes as well as performing technical data analysis and investigation processes in the supporting technology platform. As the individual accountable for assigned areas of work, the role holder will deliver Data Quality analytics and reporting, Data Quality Issue Management, root cause analysis in alignment to the service design framework and to the standards defined within the framework. Working closely with Subject Matter Experts across the OU, Technology, IT and Business colleagues, the incumbent will help ensure data quality management is central to the delivery of the services delivered by the OU.

To be considered, you will have extensive experience of supporting delivery of a comprehensive Data Quality service to a complex organisation.

Key Responsibilities

• Play a critical role in the identification and improvement of Data Quality issues across assigned data sets.
• Work with stakeholders to define business Data Quality rules
• Drive and embed the Data Quality framework to track, monitor and control the quality of the data used by the business.
• Identify the root cause of Data Quality issues through targeted data analysis
• Make recommendations to address quality issues and ensure they are resolved quickly
• Play an active part in the development and delivery of data management processes
• Play a supporting role in embedding effective data governance within the organisation
• Engage and utilise the Data Ownership & Stewardship framework to prioritise issues, agree definitions and raise the visibility of data quality;
• Utilise the Data Quality Issue Management process aligned to Data Governance issue management requirements to ensure the right decisions are made
• Work closely with data owners, data users and data custodians (IT) to ensure the root cause of reported data issues is understood and underlying problems as well as associated symptoms are resolved;
• Establish & maintain Data Quality Scorecards to pro-actively monitor and report on data quality too relevant stakeholders;
• Conduct data profiling to support data activities across the group;
• Deliver data quality improvement initiatives as defined, agreed and prioritised;
• Creation and maintenance of documentation relating to designed processes and procedures.

All staff are expected

• To undertake any other duties which may reasonably be required
• To take reasonable care of health and safety of themselves and that of any other person who may be affected by your acts or omissions at work
• Act as an ambassador for Student systems and business change
• To demonstrate a strong commitment to the principles and practise of equality and diversity
Skills and Experience

Essential
- Educated to degree level or equivalent experience
- Excellent communication skills, verbal, written and presentational
- Numerate, articulate with an ability to communicate complex data issues simply
- Experience in a similar role
- Detail oriented, self-starter, completer-finisher mindset
- Ability to work collaboratively but also act on own initiative
- Strong Analytical skills, lateral thinker
- Exposure to Data Quality tools
- Relevant technical knowledge spanning Data Quality/Profiling techniques and an understanding of Data Governance
- Experience of developing data profiling routines and data quality scorecards
- Excellent SQL & Data Literacy skills with the ability to work with less data literate customers to achieve required outcomes

Desirable
- Knowledge of DAMA Framework
- Knowledge of SAP Data Services and WinSQL.
- Exposure to Senior Management
- Appreciation of broader data management capabilities and strategic alignment with business goals
- Exposure to data quality frameworks and working in a regulated environment
- Passionate advocate for data and best practice data management practices

Behaviours
- Team player, confident to challenge appropriately
- Customer focused with a continual improvement mindset
- Personal and business integrity, doing the right thing
- Honest, open, leadership, positive mindset, robust, passionate,

Competencies
- Excellent communication and presentation skills
- Ability to build and maintain strong working relationships with senior stakeholders
- Securing timely results in a fluid environment whilst dealing with competing demands
- Ability to deliver from start to finish with minimal oversight
- Ability to multi-task, prioritise and where appropriate, escalate issues to resolve inhibitors
- Pragmatic and solutions driven

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