Job Description – Data and Evaluation Analyst

Access, Participation and Success, Faculty of Wellbeing, Education and Language Studies

0.5 FTE

Grade 7 (£34,304 – 40,927) pro rata

FTC to 31 July 2023

Location: Home or Milton Keynes

About the role

This is an exciting opportunity to contribute your expertise to the newly formed Access, Participation and Success (APS) team in the Faculty of Wellbeing, Education and Language Studies (WELS). The APS team supports the Faculty’s implementation of student success initiatives that address inequitable outcomes for students from diverse backgrounds including ethnicity, disability and socio-economic status gaps.

The successful candidate will have the following three main responsibilities:

- Business intelligence – creating and sharing reports that enable teams such as Schools or module teams to make evidence-based decisions regarding areas of focus and to evaluate effectiveness and impact of existing student success initiatives
- Managing and servicing data requests – responding to specific requests for data and analysis from across the Faculty where self-serve tools do not exist
- Strategic analysis – conducting deep dives of analysis to provide insight into an identified business question or proactively drive recommendations to improve student success

This post is specifically aligned to the University’s Access, Participation and Success strategy, the University’s Access and Participation Plan (APP), and to the WELS Faculty APS plan. It has been established to support the WELS Access, Participation and Success (APS) team and to carry out strategic analyses of data to demonstrate progress against the strategy and plan and to help inform future priorities for action.

The APS team aims to increase the use of data visualisations and other reporting tools to enable us to meet Faculty APS objectives. The post-holder will ensure that these outputs guide recipients of the data through the insight and add contextual information where appropriate, to support decision making. Outputs will include regular reporting, ad hoc queries, and deep dive analyses. Part of the role will also involve using reports and visualisations prepared by the University’s central Data and Student Analytics teams, translating the contents into meaningful Faculty outputs. The University is currently in a period of change and growth regarding new tools for its data provision – the role holder will therefore need to be comfortable and confident in adapting to new ways of working with data.

The successful candidate will have a strong commitment to excellence in working with a diverse student and staff population, in line with the University’s mission, values and strategic priorities.
Key responsibilities

- Contribute to the development of coherent and relevant analytical and evaluative frameworks that drive improvements in the delivery of Access, Participation and Success initiatives.
- Carry out robust analysis and evaluation using a range of data sets that are relevant to APS including qualitative and quantitative data, and interpret findings to present appropriate conclusions or report/dashboard outputs for students and staff.
- Bring together the output from analysis and evaluation into simple and persuasive stories and present these in visual formats (slide-decks or written) or dashboards.
- Engage with stakeholders across the Faculty to understand their data analysis and evaluation needs with respect to delivery of the OU APS strategy, OU Access and Participation Plan, and WELS APS plan.
- Produce dashboards/reports that 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 regarding the extent of progress made against the WELS APS Plan and Faculty APS initiatives.
- Evaluate and where appropriate, constructively challenge requests for data and analysis from stakeholders, and suggest additions or improvements.
- Ensure requests for data, analysis and evaluation 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 and evaluation reports, dashboards and tools to enable users to self-serve at the unit, School and Faculty level, specifically in relation to the OU APS strategy, OU Access and Participation Plan, and WELS APS plan.

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, diversity and inclusion.

Person Specification

Education, qualifications and training

**Essential**

- Undergraduate degree or equivalent, or work experience at a comparable level, in a subject with a strong mathematics or statistics element.
Desirable

• SQL, SAS Certification and/or PowerBI certification

Skills and Experience

Essential

• Strong practical ability to manipulate and analyse large and complex datasets (using SAS, SQL, R, Python, or equivalent)
• Experience of analysing and evaluating the impact of initiatives or projects from a success perspective, including consideration of both qualitative and quantitative data sources, 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)
• Strong working knowledge of using Microsoft Office applications and specialist data visualisation applications to create visually impactful presentation of data analysis
• An active interest in equality, diversity and inclusion (EDI), a willingness to understand and learn about the needs of our students, and a passion for improving student success
• Excellent team working skills, with the ability to collaborate in multi-functional teams with other analysts, project managers and subject matter experts, as well as a diverse range of Faculty, Academic Services and Professional Services staff
• Excellent communication and presentation skills, both oral and written, with the ability to interact effectively with all levels within the organisation
• Able to work independently, prioritise workload, work well under pressure and respond to change in a flexible and positive manner. Meticulous attention to detail.
• A strong commitment to excellence in working with a diverse student and staff population, in line with the University’s mission, values and strategic priorities

Desirable:

• Experience of using Theory of Change to evaluate effectiveness and impact
• Experience of using PowerBI dashboards or similar as a data consumer and experience designing new dashboards
• Knowledge of higher education statistics; Experience of working with HESA or OfS data
• Experience of working in a Further or Higher Education context or an interest in education in general and Higher Education in particular

If you would like further details about the role before making an application, then please email your query through to Resourcing-Hub@open.ac.uk quoting the reference number and job title or contact Ritika Agarwal at +44 (0) 1908 655221.