



Planning and MI Coordinator (Student External Returns)

Job Title:	Planning and MI Coordinator (Student External Returns)
Reference No:	0244-19
Reports to:	(SITS) Data And Process Improvement Officer
Responsible For:	N/A
Grade:	Grade D
Working Hours:	37 hours a week
Faculty/Service:	Finance
Location:	Edinburgh Building
Main Purpose of Role:	<ul style="list-style-type: none">• To support the institution in the completion of all student related statutory returns.• To produce routine and ad-hoc management information reports to support operational decision making• To assist in the development of business intelligence to support strategic decision making• To assist in the preparation of timely, relevant and accurate analysis and reporting on external League tables and internal KPI monitoring
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">• To provide student related and corporate management information ensuring the provision meets University requirements both internally and externally• To generate statutory student related returns ensuring returns are prepared, validated and submitted in line with external guidance and deadlines• To produce ad hoc and scenario planning information to support the budget setting and planning process• To develop and implement procedures and practices that ensure the accuracy of data used within student related statutory returns and management information• To provide assurance to senior management that relevant systems and controls are operating• To co-ordinate areas of work relating to the preparation and monitoring of data quality, Planning and management information and business intelligence• To assist with the planning and development of planning and management information services within the directorate• To provide valuable and insightful analysis to decision makers across the organisation• To act in a liaison role with faculties, ensuring that requests for information and analysis are discussed with guidance provided on specifications resulting in effective outputs• To provide technical advice to senior officers in Planning and other University staff

	<ul style="list-style-type: none">• To liaise with non-subject matter experts across the University on day-to-day management information and data quality matters• To respond promptly to questions relating to management information or external publications• To encourage a culture in the service which supports University and Finance priorities, including: responsiveness and excellence in customer service; ownership of actions; adaptability and a 'can do' attitude; strong communication; innovation; inclusiveness; collaboration and team working• To undertake any other appropriate duties as requested by senior staff
Special Circumstances:	<ul style="list-style-type: none">• Possible need for additional weekend and evening working during peak periods• Annual leave may be restricted at certain times of the year

Part 2A: Essential and Desirable Criteria

	<p>Essential</p> <p>Qualifications and Professional Memberships:</p> <ul style="list-style-type: none">• Educated to A level standard or equivalent work experience <p>Knowledge and Experience:</p> <ul style="list-style-type: none">• Experience of using SITS student records system or similar large scale records system• Presentation of complex management information to non-technical staff• Experience of manipulating large data sets to produce valued Management Information• Able to work as part of a team and also using own initiative to resolve complex problems and being able to propose solutions to the business• Demonstrable success in building good relationships with key internal and external stakeholders• Ability to manage and prioritise own workload in a dynamic environment, highlighting potential areas of conflict• Excellent IT skills, including relevant experience of using Microsoft Office (especially Excel) to an advanced standard• Excellent communication skills with the ability to provide persuasive argument to action change• Be able to demonstrate meticulous attention to detail and understand and identify data quality issues for resolution• Ability to complete and manage large scale tasks in line with external guidance and definitions• Knowledge of business intelligence tools and their use in the running of a large organisation
	<p>Desirable</p> <p>Qualifications and Professional Memberships:</p> <ul style="list-style-type: none">• Qualified to degree level <p>Knowledge and Experience:</p> <ul style="list-style-type: none">• Experience of working in the Higher Education sector• Knowledge of HEFCE/HESA returns• Knowledge of SQL

Part 2B: Key Competencies

<p>Competencies are assessed at the interview/selection testing stage</p>	<p>Analysis & Research</p> <ul style="list-style-type: none">• Identifies and uses a range of sources and types of data• Produces reports that combine different types of data
	<p>Communication</p> <p>Oral Communication</p> <ul style="list-style-type: none">• Delivery methods are chosen and tailored to aid understanding and meet the needs of others• Takes action to correct any misunderstandings or mistakes• Checks on recipient's understanding and takes action to remedy any miscommunications• Adapts style in response to feedback

	<p>Written Communication</p> <ul style="list-style-type: none">• Anticipates the others' needs for information• Adjusts the level of content to suit audiences with varying levels of understanding and ability• Provides information in a suitable format so that the others' needs are met• Uses a range of different formats, chosen to the diverse needs and ensure understanding
	<p>Decision Making</p> <p>Independent Decisions</p> <ul style="list-style-type: none">• Considers wider impact of decisions, assesses possible outcomes and their likelihood• Uses judgement to make decisions with limited or ambiguous data and takes account of multiple factors• Distinguishes between the need to make a decision, when to defer and when not to take a decision <p>Collaborative Decisions</p> <ul style="list-style-type: none">• Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed• Enables others to contribute to decisions• Ensures that options are weighed, outcomes identified and chances of success considered• Challenges decisions, appropriately to ensure consideration and processes are robust <p>Provision of Advice</p> <ul style="list-style-type: none">• Anticipates and highlights issues that need to be taken into account• Outlines possible impacting factors, assessing their degree of influence on the choice of options• Ensures previous learning is included
	<p>Initiative & Problem Solving</p> <ul style="list-style-type: none">• Analyses problems to identify their cause• Takes action to prevent recurrence of problems• Considers possible solutions to identify those which offer wider benefits• Obtains evidence to support intuition
	<p>Service Delivery</p> <ul style="list-style-type: none">• Has accurate and up to date knowledge of services available in own and related areas of work• Correctly refers customers elsewhere• Ensures that the experience of each customer is positive and satisfactory• Adapts services and systems to meet customers' needs and identifies ways of improving standards• Learns from complaints and takes action to resolve them• Collates feedback and views from customers and keeps up-to-date with market trends to inform service development and make changes• Actively promotes services

	Team Development <ul style="list-style-type: none">• Produces material to help others learn• Recognises when a colleague needs help and provides appropriate guidance• Suggests constructively ways in which other team members could improve their performance
	Teamwork & Motivation <ul style="list-style-type: none">• Helps to clarify priorities and ensure they are understood by all• Supports colleagues in need of extra help• Acknowledges the achievement of colleagues
Date Completed:	July 2019