University of Sunderland
Role Profile
Part 1

lifechanging

University of Sunderland

Data Analyst	
Job Title:	Data Analyst
Reference No:	
Reports to:	Management Information and Market Insights Manager
Responsible For:	N/A
Grade:	Grade D
Working Hours:	37 hours a week
Faculty/Service:	Finance and Planning
Location:	Edinburgh Building
Main Purpose of Role:	• 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:	• 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 contribute to the monitoring and evaluation of key institutional surveys • To compile and analyse data to identify potential market opportunities and challenges for the University • 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
	• 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:	• 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

Essential

Qualifications and Professional Memberships:
- Educated to A level standard or equivalent work experience

Knowledge and Experience:
- Experience of using a large-scale records system (e.g. SITS student records system)
- Ability to design, build and maintain extract, transform and load (ETL) routines to collate and prepare data for analysis and reporting
- Experience of manipulating large data sets to produce valued Management Information
- Knowledge of business intelligence tools and their use in the running of a large organisation (e.g. Power BI, Tableau, etc.)
- Presentation of complex management information to staff across an organisation from varying disciplines
- Proven initiative and judgement in relation to data analysis and presentation
- Ability to resolve complex problems both independently and as part of a team
- Demonstrable success in building effective partnerships with a wide range of colleagues and stakeholders
- Ability to plan, organise and deliver workload whilst taking account of conflicting demands
- Be able to demonstrate accuracy and attention to detail
- Ability to complete and manage large scale tasks in line with external guidance and definitions
- Excellent communication skills with the ability to provide persuasive argument to action change

Desirable:

Qualifications and Professional Memberships:
- Qualified to degree level

Knowledge and Experience:
- Experience of Alteryx and Power BI
- Experience of working in the Higher Education sector
- Knowledge of OfS/HESA returns

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	**Analysis & Research** • Identifies and uses a range of sources and types of data • Produces reports that combine different types of data
	Communication Oral Communication • 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 **Written Communication** • 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
	Decision Making **Independent Decisions** • Considers wider impact of decisions, assesses possible outcomes and theirlikelihood • Uses judgement to make decisions with limited or ambiguous data andtakes account of multiple factors • Distinguishes between the need to make a decision, when to defer andwhen not to take a decision **Collaborative Decisions** • Helps others to explore options that initially appear to be inappropriate orunfeasible 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 ofsuccess considered • Challenges decisions, appropriately to ensure consideration and processesare robust **Provision of Advice** • Anticipates and highlights issues that need to be taken into account • Outlines possible impacting factors, assessing their degree of influence onthe choice of options • Ensures previous learning is included

	Initiative & Problem Solving • 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
	Service Delivery • Has accurate and up to date knowledge of services available in own andrelated 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 waysof improving standards • Learns from complaints and takes action to resolve them • Collates feedback and views from customers and keeps up-to-date withmarket trends to inform service development and make changes • Actively promotes services
	Team Development • Produces material to help others learn • Recognises when a colleague needs help and provides appropriateguidance • Suggests constructively ways in which other team members could improvetheir performance
	Teamwork & Motivation • 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:	June 2022