# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Information Analysis Officer</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Strategic Planning and Change</td>
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<tr>
<td>Grade:</td>
<td>7</td>
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<tr>
<td>Accountable to:</td>
<td>Senior Information and Analysis Officer</td>
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## Purpose of the Post

The role sits within the Data Management team in the Strategic Planning & Change department at Royal Holloway, University of London. This department is responsible for providing planning support and management information to inform evidence-based decision making as part of the strategic planning process and the delivery of the College's strategic objectives. The Data Management team is responsible for data quality within the student record system and for providing accurate and timely information to external agencies (such as the Higher Education Statistics Agency (HESA) and the Office for Students (OfS)). The team also provides student information to internal users.

The Information and Analysis Officer is expected to take responsibility for several key College management reports, including dashboards, as well as making a significant contribution to the production of various statutory returns run by the team.

A graduate or equivalent, the successful candidate will have an eye for detail, an aptitude for analysis and the interpretation of data. Good communication skills and the ability to develop effective working relationships with colleagues at all levels across the institution will be essential.

## Key Tasks

1. Responsible for the design and delivery of key management reports based on student data.

2. Responsible for reviewing the outcomes following each reporting requirement with appropriate stakeholders to ensure that any lessons learnt are built into the next cycle.

3. Assisting in accurate and timely production of student information and statutory data returns to external agencies (including HESA and OfS), e.g., HESA, HESES, Graduate Outcomes, NSS, REF, Unistats. Expected to work independently on significant portions of the return as part of the overall project.

4. Responsible for providing written and oral explanations to Heads of Departments.
and Senior Management with regards to various statutory reporting requirements and policy changes and their impact on Royal Holloway.

5 Responsible for providing written guidance to complex reports supplied by data management for both internal and external purposes that allows the end user to understand data categories and definitions used by Royal Holloway.

6 Undertake the development and publication of management information reporting dashboards for a range of users, ensuring the involvement of stakeholders throughout the process.

7 Responsible for managing ad hoc reporting requests from academic departments and Professional Services colleagues. In addition the role holder is also expected to manage the on-going scheduled reports for operational needs.

8 Responsible for providing data for departmental surveys that feed into statutory data returns and internal management information reporting. Responsible for liaising with departments, answering queries and analysing results.

9 Providing required reporting and analysis for College responses to consultations relevant to data returns and related matters.

10 Responsible for providing other external agencies with reports as authorised (e.g. Electoral Role, Council Tax).

11 Expected to plan their work against the team's annual plan and manage the demand from ad-hoc queries against deadlines for internal or statutory reports. The post holder is expected to manage conflicting demands and negotiate appropriate timeframes with stakeholders to ensure the best service.

12 Responsible for development and delivery of technical specifications for functions with varied complexity in Business Objects reports. Responsible for user acceptance testing and final delivery of newly designed functions and objects.

13 Responsible for the quality of data held on the student record system – in particular the role holder is expected to provide documentation, training and support to department administrators to ensure that data is collected accurately and in a timely fashion.

14 Working with Academic Departments to improve their understanding of data and encourage timely and accurate way of recording it. Presenting examples for best practice of working with data.

15 Responsible for ensuring that HESA related data is set up accurately against student, programme and course records.

16 Working closely with colleagues across the College to ensure that existing processes are effective and data is of the expected quality, highlighting issues where needed.

17 Working in conjunction with the Banner Support Team to provide validation of system required data on the student record system for the newly set up values and
the existing ones.

18 To respond to Freedom of Information requests when required.

19 To assist the Banner Support Team in ensuring adherence to General Data Protection Regulations.

20 To represent the College at key Higher Education and systems user group seminars and conferences such as UKIBUG, SEUG, SROC.

21 Required to keep up to date with HE related issues, in particular with developments concerning statutory reporting

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<thead>
<tr>
<th><strong>Other Duties</strong></th>
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<tr>
<td>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.</td>
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The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.