JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Strategic Planning Officer (Data &amp; Analytics)</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Strategic Planning &amp; Change</td>
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<tr>
<td>Grade:</td>
<td>RHUL 7</td>
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<tr>
<td>Accountable to:</td>
<td>Business Intelligence Manager</td>
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<tr>
<td>Accountable for:</td>
<td>N/A</td>
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Purpose of the Post

The role sits 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. Additionally, the department oversees the quality of data within the student record system, supplies student-based information to internal users and provides accurate and timely information to external agencies (such as the Higher Education Statistics Agency (HESA) and the Office for Students (OfS)).

The Strategic Planning Officer (Data & Analytics) is expected to take responsibility for the production of several key College management reports, including dashboards, as well as making a significant contribution to the production of various statutory returns run by department.

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

The main duties will include:

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

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

3. Responsible for reviewing the outcomes following each reporting requirement with appropriate stakeholders to ensure that any lessons learnt are built into the next cycle.
4. 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.

5. 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.

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

7. 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.

8. 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.

9. Maintain and continually develop advanced technical skills particularly in data manipulation and analysis. Specifically, although not exclusively, in the use and application of MS Excel, Qlikview and other software packages.

10. To respond to Freedom of Information requests when required.

11. To represent the College where required at key Higher Education and systems user group seminars and conferences such as SROC.

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

13. Any other duties as required by the line manager or Head of Department that are commensurate with the grade.

   As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.