



## JOB DESCRIPTION

<b>Job Title:</b>	Business Intelligence Manager
<b>Department / Unit:</b>	Strategic Planning and Change
<b>Job type</b>	Permanent
<b>Grade:</b>	RHUL 8
<b>Accountable to:</b>	Director of Strategic Planning and Change
<b>Accountable for:</b>	Information and Analysis Officers x 2
<b>Purpose of the Post</b>	
<p>The role sits within the Strategic Planning &amp; Change department. This team is responsible for providing management information and project management support to the College as part of the strategic planning process and the delivery of the College's strategic objectives.</p> <p>The role provides senior level support for strategic planning through the provision of information to the Executive and Senior Management teams. The post holder is responsible for developing and delivering strategic reporting, focusing on how information, analytics and intelligence are used to inform decision making and drive the College's strategic direction.</p> <p>The post holder will have experience of reporting and visualising strategic information and an understanding of the key performance metrics affecting the higher education sector and the implications for the planning function. Dashboard reporting experience using such solutions as Qlikview or Tableau is essential. Excellent communication skills and the ability to develop effective working relationships with colleagues at all levels across the institution are also essential.</p> <p>The role holder will also contribute towards the College Reporting Project which has as its aim the introduction of a full Business Intelligence Capability at the College. As a key person on this project, the role holder will also be responsible for further developing the College's data governance framework.</p>	
<b>Key Tasks</b>	
<ol style="list-style-type: none"> <li>1. Engage with stakeholders and different business areas within the College to understand their business needs and how Business Intelligence can contribute to enhancing their efficiency and effectiveness.</li> <li>2. Manage, prioritise and oversee the delivery of day to day management information requirements and data requests across the College and from external stakeholders.</li> </ol>	

3. Lead on the identification, scoping, development and implementation of new suites of Business Intelligence, analytics reports, and management information systems to meet the reporting needs of the College, working through agreed governance processes and with key stakeholders to determine priorities, business need and project scope.
4. Develop internal standards to improve consistency, usability and accuracy of Business Intelligence and management information.
5. Be the institutional lead on the development, prioritisation and maintenance of reporting dashboards, mainly Qlikview.
6. Provide training and support for new dashboard developers and users.
7. Be a key institutional expert on data quality, working proactively with others to develop systems and coordinate improvements to data quality.
8. Work with colleagues in relevant professional services, including IT, Academic Services and Admissions, to manage the development of systems and practices in order to enhance data management processes to generate meaningful business intelligence.
9. Write reports on performance improvement issues, trends and the analysis of management information and benchmarking data for various committees and other stakeholders.
10. Act as Secretary to the Information Governance Committee. In particular, arranging meetings, coordinating the completion of agenda and minutes and following through on priorities and action plans.
11. Work with Data Stewards to introduce data management and governance best practice to the College through the development of the Data Management Policy
12. Work with the Director of Strategic Planning and Change on the introduction of a Business Intelligence Capability and on ongoing improvements to this service
13. Develop a centre of expertise on Data Management and Governance at the College through training, communication and networking across the College's reporting infrastructure.
14. Any other duties as may reasonably be required, consistent with the grade of the post.
<b>Other Duties</b>
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.
The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.
<b>Internal and external relationships</b>
The following list is not exhaustive but the post holder will be required to liaise with: <ul style="list-style-type: none"> <li>• Strategic Planning teams</li> <li>• The IT teams – especially the Application Architecture team</li> <li>• Senior Managers – including Heads of Department, Heads of School and Heads of Professional Services</li> <li>• Governance and Legal Services</li> <li>• Academic Quality and Policy Office</li> <li>• Student Administration</li> <li>• Data Stewards across the College</li> </ul>