

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Business Intelligence Manager

Department: Strategic Planning and Change

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to degree level and/or relevant professional qualification, or substantial relevant experience.	x		Application Form
Certification in data analysis software, data visualisation software or programming (e.g. VBA, SQL etc)		x	Application Form
IT literate with sound knowledge of Microsoft Office.	x		Application Form
Skills and Abilities			
A successful track record of improving data quality and driving up standards of performance.	x		Application Form / Interview
Understanding of confidentiality and the requirements of the General Data Protection Regulations.	x		Application Form
Facilitation skills with experience of bringing together cross-functional groups to identify requirements and opportunities.		x	Application Form / Interview
Ability to gather functional requirements from stakeholders and turn them into technical solutions.	x		Application Form / Interview
Excellent oral and written communication skills.	x		Application Form / Interview

A good understanding of the key challenges facing the HE sector and the impact of these on Royal Holloway.	x		Application Form
Excellent interpersonal skills with proven success in developing effective working relationships with senior colleagues and at all levels within the organisation, contributing to discussion and decision making.	x		Application Form / Interview
A customer service orientation and the ability to build co-operation with internal and external stakeholders.	x		Application Form / Interview
Experience			
Substantial experience of extracting and analysing data from complex record systems.	x		Application Form / Interview
Experience in data quality management and data governance processes.	x		Application Form / Interview
Experience in using software to manipulate data from a range of sources.	x		Test
Demonstrable experience in analysing and interpreting detailed management information for different audiences.	x		Application Form / Interview
Significant experience in report writing for senior audiences.		x	Application Form
Substantial experience in developing visualisations using Qlikview (or similar visualisation tool e.g. Power BI, Tableau)	x		Test
Experience of initiating, leading on and implementing data-related projects.		x	Application Form / Interview
Experience of analysing complex issues, innovating to resolve problems and thinking strategically	x		Application Form / Interview