

JOB DESCRIPTION

Job title:	Business Intelligence Developer
Department / Unit:	Strategic Planning and Council Secretariat
Job type	Full-Time - Permanent - Professional Services
Grade:	RHUL 7
Accountable to:	Business Intelligence Manager
Accountable for:	None
Purpose of the post	
<p>The role sits within the Strategic Planning and Change department. This team is responsible for providing management information, integrated planning support and project management to the College as part of the strategic planning process and the delivery of the College's strategic objectives.</p> <p>The role sits within the Business Intelligence Team and contributes to the provision of data, information and analysis to a wide range of audiences across College- including Academic Departments, Professional Services and the College Senior Team. The post holder is responsible for the more technical aspects of delivering strategic reporting and contributing to continuous improvement of data quality, reporting approaches and information provision to continue to meet the requirements of all stakeholders. The role holder will also make a significant contribution to the production of statutory returns run by the department.</p> <p>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. Experience of reporting and visualising data and information, and an understanding of the key performance metrics affecting the higher education sector is also essential. Dashboard reporting experience using such solutions as Qlikview, PowerBI or Tableau is highly desirable.</p>	
Key tasks	
<ol style="list-style-type: none"> 1. Using a range of data manipulation and coding skills, undertake the development and publication of management information reporting dashboards for a range of users, ensuring the involvement of stakeholders throughout the process. 2. Undertake the key steps required for the development lifecycle in line with user and technical requirements – concept, design, build, test, release, training and post-delivery; ensuring the involvement of stakeholders throughout the process. 3. Contribute to 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. 4. Produce business intelligence reports as requested by internal and external customers, using a range of techniques including SQL, Excel, reporting software (e.g. SAP Business Objects) and 	

dashboard software (e.g. Qlikview), with occasional use of statistical software (e.g. SPSS) and other tools as required.

5. Ensure dashboards are well documented throughout their lifecycle (concept, design, build, test, release and training), tested and conform to agreed design standards.
6. Assisting in accurate and timely production of student information and statutory data returns to external agencies (including HESA and OfS), e.g., HESA Student, HESES, Graduate Outcomes, NSS, REF, Unistats. Expected to work independently on significant portions of the return.
7. Responsible for completing ad hoc and scheduled reporting requests from academic departments and Professional Services colleagues.
8. 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.
9. Work with colleagues in relevant professional services, including IT, Student and Academic Services and Admissions, to manage the development of systems and practices in order to enhance data management processes to generate meaningful business intelligence.
10. Understanding data quality and governance standards and best practice and working proactively towards their continuous improvement throughout the College.
11. Contribute to the College's Analytics and Reporting Project by providing data manipulation and visualisation support and expertise.
12. Maintaining and continually developing advanced technical skills particularly in data manipulation and analysis. Specifically, although not exclusively, in the use and application of Business Objects, MS Excel, Qlikview and other software packages.
13. Represent Strategic Planning in projects, meeting, seminars and training; within the institution or externally.
14. Required to keep up to date with HE related issues, in particular with developments concerning statutory reporting.

Other duties and expectations

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.

Internal and external relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

- Strategic Planning teams
- The IT teams – especially the Application Architecture team
- Senior Managers – including Heads of Department, Heads of School and Heads of Professional Services

- Members of academic and administrative staff in Departments and Schools · Governance and Legal Services
- Academic Quality and Policy Office
- Student Administration
- Statutory and Regulatory bodies- in particular the Office for Students and Higher Education Statistics Agency

PERSON SPECIFICATION



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

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Department: Strategic Planning and Council Secretariat

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training			
Educated to degree level or equivalent.	X		Application Form
Skills and/or Abilities			
Excellent computing skills including the ability to manipulate complex data sets in Excel and utilise commonly used data analysis functions	X		Interview / Test
Experience in developing visualisations using Qlikview (or similar e.g. Power BI, Tableau)	X		Application Form / Interview
Ability to extract data and produce data-focussed reports, using a reporting tool such as Business Objects.	X		Application Form / Interview
Experience of large-scale data manipulation, data modelling and analysis		X	Application Form
Experience of using structured query language (SQL) to extract data from relational databases (e.g. Oracle)	X		Application Form / Interview
Experience of communicating numerical information and interpreting funder guidance to a non-technical audience		X	Interview
Ability to gather functional requirements from stakeholders and turn them into technical solutions	X		Application Form / Interview
Experience in analysing and interpreting detailed management information requirements for different audiences.	X		Application Form / Interview
Understanding of confidentiality and the requirements of the General Data Protection Regulations.	X		Interview
Familiarity with Student Record Systems (e.g. Banner), including their data structures and processes		X	Application Form
Experience of the HE sector		X	Interview
Experience			
Ability to work with high level of accuracy, meeting deadlines and maintaining high standards.	X		Interview / Test
Good verbal and written communication skills.	X		Interview
Excellent interpersonal skills, able to work collaboratively across organisational boundaries and a constructive team player.	X		Application Form / Interview
Ability to work independently, prioritising workload, adopting a proactive approach and working flexibly when appropriate.	X		Interview