



## JOB DESCRIPTION

<b>Job Title:</b>	Data Analyst
<b>Department / Unit:</b>	Estates Department
<b>Job type</b>	Professional Services
<b>Grade:</b>	Grade 7
<b>Accountable to:</b>	Estates Data Analysis Business Partner
<b>Accountable for:</b>	Line management of the following Estates services. <ul style="list-style-type: none"> <li>• Assistant Data Officer - Graduate (G6).</li> </ul> As defined in the attached departmental organogram (Appendix 1 v14)
<b>Purpose of the Post</b>	
<p>This post is a key planning, and operational position for both the University's Estates Department and Strategic Planning Team.</p> <p>The Data Officer role provides analysis and data management for the Estates Department and Strategic Planning team, with a focus on ensuring efficient, secure, and sustainable use of data and information management approaches for systems and projects. The University is a complex organisation which has a range of specific data and information management needs. This post will play a core role, working as part of a wider future data management team, in facilitating timely and relevant information gathering, analysis and interpretation to enable operational delivery and effective strategic decision-making, in the first instance, specific to these two departments. The role will require sound experience in data management and analysis and the ability to interpret and work with multiple datasets to deliver effective analyses and reports that respond to Estates and Strategic Planning team needs. It will also involve advanced skills in use of Microsoft tools (including Office 365 and Excel) along with demonstrable experience of using a variety of technical platforms.</p> <p>This Data Officer role will support the University to shift the organisation's approach to using data to drive impact. You will work closely in the first instance with the Director of Strategic Planning (ultimately subject to future recruitment, the Estates Data Analysis Business Partner), supporting with analysing, interpreting, and presenting data to others to support the University to improve its performance. You will help to influence decision making through the development of data insight and well thought through recommendations.</p>	
<b>Key Tasks</b>	

### **1. Data administration, presentation, and analysis**

- To use RHUL systems and key external systems to gather, analyse and present data on key governance areas
- To undertake data cleaning exercises, ensuring data is high quality, properly curated and robust
- To undertake and manage key administration duties for key Estates and Strategic Planning managed data solutions
- To act as a key resource for provision of reports and analyses from University data as directed by the Director of Strategic Planning
- To develop and maintain an authoritative understanding of systems and datasets used in the role
- To produce and disseminate a range of reports based on University protocols
- To support Estates and Strategic Planning input into activities in relation to developing University document management solutions.
- Develop and promote improved data management and reporting of HESA, Space Utilisation, Estate Condition, Compliance, Sustainability and PS service reporting systems.

### **2. Quantitative Research (70%)**

- Work closely with the Director of Strategic Planning to evaluate our data dependant programmes and the organisation's activity by conducting analysis and investigations into areas for potential improvement.
- Support with writing evaluation and impact reports for internal and external audiences based on our data
- Support the development of existing profiling and outcome tools.
- Ensure accurate reporting to internal and external stakeholders including Council, SLT, PS Directorates, Academic Schools, and funders.
- Working with REF and TEF colleagues in our network to further develop their own impact measurement, from which to learn and demonstrate the impact of their organisations.
- Identifying, collating, and presenting data in an appropriate format effective and optimised for different audiences.
- Support the organisation's data protection protocols

### **3. Developing Data Processes (30%)**

- Responding efficiently to data requests from other University academic schools, PS Departments, and where appropriate external stakeholders.
- Supporting in the development of internal dashboards and intelligent reporting systems capable of interrogating our data.
- Input into our strategic planning digital transformation work (Pillar 4) designed to improve our processes and data structures.
- Support the Director of Strategic Planning to ensure that delivery teams, working groups and SLT have access to information to support timely decision making; this will include supporting the collection, cleaning, and storage of performance data across the organisation

<ul style="list-style-type: none"> <li>Monitoring data and analysing information to highlight performance, flag concerns and provide evidence to guide strategy.</li> </ul> <p><b>4. General Administration</b></p> <ul style="list-style-type: none"> <li>To continue to develop skills and knowledge in work practices, policies, and procedures, contributing to upskilling the organisation in data interpretation</li> <li>To help with strategic and operational planning processes.</li> <li>To take minutes at meetings as necessary.</li> <li>To provide administrative support and/or input to projects as relevant to the role.</li> <li>To undertake other related tasks as appropriate and directed by the Director of Strategic Planning, and to support the wider strategic planning and Estates teams where appropriate.</li> </ul> <p><b>5. Miscellaneous.</b></p> <ul style="list-style-type: none"> <li>Represent the University to the outside world, to further the University's interests and secure its objectives.</li> <li>To comply with relevant College policies, including Data Protection Policies, Financial Regulations, Equal Opportunities Policy, Promoting Race Equality Policy, Health and Safety Policy, Information Systems Security Policy, Intellectual Property Rights and Register of Interests Policies.</li> <li>Promote and maintain equality of opportunity and diversity with respect to both University staff, students, and external stakeholders.</li> <li>Appropriately and effectively discharge departmental and University Health &amp; Safety obligations and responsibilities.</li> <li>To check and stamp new employee and new student VISA paperwork, in accordance with College Health &amp; Safety guidelines</li> <li>The post-holder will from time to time undertake such other responsibilities determined as appropriate by the Head of Estates Services or other designated Senior or Executive University staff member.</li> </ul>
<p><b>Other Duties</b></p>
<p>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 their Manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
<p><b>Internal and external relationships</b></p>
<p>The following list is not exhaustive, but the post holder will be required to liaise with:</p> <p>Internal (College)</p> <ul style="list-style-type: none"> <li>College Council</li> <li>College Executive/SMT</li> </ul>

- Project and Programme Boards or Committees (PAG, EB, BCPC, FC, EPC and College Council
- College MI&BC
- College Academic Schools
- College PS Departments
- College Students Union

External

- Runnymede Borough Council\*
- Surrey County Council\*
- MP and Local Councillors
- The Crown Estate
- Local Community and Resident Associations i.e., RH&RCG

\*Including associated services i.e., highways, planning, statutory services.

## PERSON SPECIFICATION

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

Job Title: Data Officer

Department: Estates Department

	Essential	Desirable	Tested by Application Form / Interview / Test
<b>Knowledge, Education, Qualifications and Training</b> <ul style="list-style-type: none"> <li>Degree level education in a relevant subject or equivalent experience.</li> <li>Working knowledge of business intelligence tools such as PowerBI.</li> </ul>	✓	✓  ✓	Interview



<ul style="list-style-type: none"> <li>• Advanced skills in use of Microsoft tools (including Office 365 and Excel); demonstrating the ability to manipulate data sets.</li> <li>• Demonstrable experience of using a variety of technical platforms.</li> <li>• Previous experience of use of SharePoint.</li> <li>• Experience of administration in a higher education environment.</li> <li>• Experience of providing an excellent customer-focused service</li> </ul>	✓	✓  ✓  ✓	Interview
<b>Other requirements</b> <ul style="list-style-type: none"> <li>• A commitment to continuous personal development.</li> </ul>	✓		Application form/ interview