

JOB DESCRIPTION

Job title:	Business Intelligence Developer
Directorate:	Strategic Planning
Job type	Full-Time, Fixed-Term, Professional Services
Grade:	RHUL 8
Accountable to:	Deputy Director (Analytics)
Accountable for:	None
Purpose of the post	
<p>The role sits within the Strategic Planning Directorate. This team is responsible for providing management information, integrated planning support and project management to the University as part of the strategic planning process and the delivery of the University's strategic objectives.</p> <p>Royal Holloway, University of London is undertaking a major Project to replace its Student Record System (SRS) and transform the operating model for Student Study Services. The SRS underpins the entire student journey, from application through to graduation. This project is central to our commitment to delivering a modern, efficient, and student-focused experience. The new system will support all aspects of the student lifecycle, including Admissions and Student Recruitment, and will play a vital role in helping the University meet its strategic goals for student recruitment and student experience. his role will provide backfill support to the Strategic Planning Team whilst they work on the Project.</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 the University - including Academic Departments, Professional Services and the University's Senior Management 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 data warehouse build and support the delivery of statutory returns run by the department.</p>	
Key tasks	
<ol style="list-style-type: none"> 1. Provide significant technical expertise to deliver dashboards that meet the University's needs by developing, maintaining and improving new and existing dashboards using QlikSense 2. Translate user requirements into a technical solution to ensure the development of suitable reporting and analysis, to fit the business need. This will include being responsive and flexible in the face of changing requirements. 3. Support the University's Analytics and Reporting Project by providing expertise in data warehouse design, build and maintenance and its associated ETL processes. Collaborate with multiple stakeholders to ensure optimal design, data integrity and data quality standards are applied and implemented. 	

4. Provide technical expertise in SQL and related coding languages, to support the development of the University's Data Warehouse, the delivery of dashboards and the capacity of the team to develop Learner Analytics, Predictive models and other technical statistical solutions.
5. 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 University.
6. Ensure dashboards are well documented throughout their lifecycle (concept, design, build, test, release and training), tested and conform to agreed design standards.
7. Work with colleagues in relevant professional services, including IT, Academic Services and Admissions, to manage the development of systems and practices to enhance data management processes to generate meaningful business intelligence.
8. 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.
9. Responsible for completing ad hoc and scheduled reporting requests from academic departments and Professional Services colleagues, using a range of techniques and tools including SQL, Business Intelligence applications (e.g. Qlik Sense), Excel and others as required.
10. Expected to plan their work against the team's annual plan, manage conflicting demands and negotiate appropriate timeframes with stakeholders to ensure the best service.
11. Understand data quality and governance standards and best practice and working proactively towards their continuous improvement throughout the University.
12. Maintain and continually develop advanced technical skills, particularly in data manipulation and analysis. Specifically, although not exclusively, in the use and application of Qlik Sense, MS Excel, and other software packages.
13. Represent Strategic Planning in projects, meeting, seminars and trainings, within the institution or externally.
14. Required to keep up to date with HE related issues and developments concerning statutory reporting.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. 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.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

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 Developer

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 data manipulation skills including the ability to manipulate complex data sets in Excel and utilise common data analysis functions.	X		Interview
Experience in developing visualisations using QlikSense (or similar e.g. Qlikview, Power BI, Tableau).	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
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 working in the HE sector.		X	Interview
Experience			
Experience of designing and implementing data models and data structures to support business intelligence reporting.	X		Application Form/Interview
Experience in designing, building and maintaining data warehouses and developing and running associated ETL processes.		X	Application Form/Interview
Good verbal and written communication skills.	X		Interview
Excellent interpersonal skills, able to work collaboratively across organisational boundaries and a constructive team player.	X		Interview
Ability to work independently, prioritising workload, adopting a proactive approach and working flexibly when appropriate.	X		Interview