

**Job Description: Professional Service Positions**

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| **Faculty/Directorate/Service Area:** | Planning, Performance and Insight |
| **Job Title:** | Senior Data Information and Insight Officer |
| **Department/Subject:** | Planning, Performance and Insight |
| **Salary:** | £38,205 to £44,263 Grade 8 |
| **Hours of work:** | Full time 35 |
| **Number of positions:** | 1 |
| **Contract:** | This is a fixed term position until 31st July 2025 |
| **Location:** | This position will be based at the Singleton |

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| **Main Purpose of Post** | The Senior Data Information and Insight Officer has a key role in the area of strategic data analysis, data governance and intelligence. Working with colleagues across the University, they will support the development of University intelligence that responds to user needs at corporate, business unit and individual levels.   The focus of the role will be to provide key technical support for a strategic reporting project driven by Microsoft Power BI.  The responsibilities will include dealing with and resolving a wide range of matters, which will often be confidential, sensitive or urgent, exercising sound judgement about the most appropriate course of action.   1. **Leadership** – Act as a champion for data, data analysis and data governance, across the institution, promoting innovation, learning, good practice. Proactively share knowledge and promote a data-driven culture as a leader in the community. 2. **Analysis and Insight** –Collect, collate, cleans and interprets data to derive meaningful and actionable insights. Ability to identify and apply the most appropriate analytical techniques to bring different sources together to tell a story, including competitor analysis.   Provision of information, evidence and business analytics to support University change initiatives and strategic developments including bids for external funding in order to enhance the University’s student recruitment, research and income in line with the University strategy.  Manage the sourcing, assimilation analysis and interpretation of information relating to the HE market and the University’s competitors and produce meaningful competitor analyses with recommendations for policy and practice.   1. **Technical understanding and capability** – Effectively support projects where transformative change in current data operations is required e.g. Data Futures, implementation of data governance, data quality and data stewardship frameworks.   Stay abreast of industry developments to make cost effective use of new and emerging tools and technologies. Keeps up to date with advances in digital analytics tools and data manipulation products.  Build credible statistical models from the data and use best coding practices to generate reproducible work.   1. **Verification and Validation** – Support the improvement, accuracy and completeness of core University data sets, e.g. student load, staff and student data, etc.   Analyse key statutory data returns, assessing the implications for league tables, the Research Excellence Framework, the Teaching Excellence Framework and the impact on student recruitment.  Take responsibility for the accuracy and quality of data, analysis and how they are used.   1. **Leading, Collaborating and Communicating** – Collaborate externally with the wider community of HE Data Analysts informing future policy/approach.   Work with colleagues across the University to share knowledge and promote a data-driven culture.  Work with colleagues across the University to implement and embed good practice in the use of data and data visualisations.   1. **Continuous Improvement –** Engage with and contribute to the continuous improvement of the department’s service offer, procedures and processes and the ongoing development of Swansea University’s approach to Data, Information and Insight. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies. 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification:**   1. Educated to a degree level or equivalent experience   **Experience:**   1. Experience of working within management information/business intelligence functions within a large organisation or equivalent demonstratable skills gained through higher-level study. 2. Experience of delivering data analysis tools and visualisations to support decision-making. 3. Experience of delivering data analysis and insight projects, from initial scope to delivering solutions that meets the user/organisational needs 4. Experience of the people, process and technology aspects of good data governance   **Knowledge and Skills:**   1. Excellent analytical skills with the ability to seek out, collate, analyse and interpret qualitative and quantitative data 2. Excellent communication skills with the ability to communicate complex ideas succinctly and effectively to a range of audiences through different media. 3. Ability to work with technical systems and solutions in order to extract relevant data from a variety of sources and databases. Experience of working with SQL 4. Proven experience of delivering reporting and analysis using the Microsoft Power BI platform 5. Results focused, with excellent collaboration, organisational, multi-tasking and planning skills to ensure delivery to deadlines. 6. Excellent interpersonal skills with the ability to interact professionally with a diverse group internal and external stakeholders   **Welsh Language:**  Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)  *e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.*  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).  **Desirable Criteria:**   1. Experience in the Higher Education Sector 2. Experience of working with enterprise level database platform such as SQL Server, Oracle, my SQL or PostgreSQL 3. An interest in, and understanding of, project management techniques 4. Experience of data modelling practices and creating analysis from data models. 5. Proven ability to analyse findings and create suggestions for strategic and operational improvements and changes |
| **Additional Information** |  |

  