

# Role Specification

## Analyst (College Information Services)

**Reports to:** CIS Systems Manager

### 1. Job Purpose

To support the provision of excellent business intelligence to inform operational planning and gauge progress towards the College's targets. This involves ensuring the College makes full use of its management information systems and extracting relevant and accurate data from these systems.

Working closely with the CIS Systems Manager and CIS Senior Analyst to design and develop sustainable, high standard management outputs and to provide a data analysis service to meet the College's internal and external reporting requirements. This involves ensuring the College makes full use of its management information systems and extracting relevant and accurate data from these systems. The post-holder will also be expected to work with the team to provide highly accurate, clear and easy-to-understand management information to a range of stakeholders.

### 2. Key Responsibilities

- a) Agree formats and development principles with the CIS Systems Manager and CIS Senior Analyst.
- b) Adhere to and promote the development standards specified by the CIS Systems Manager.
- c) Create and Maintain system documentation with regard to all internal systems and external data interfaces.
- d) Design, build, test, publish, manage and change outputs to support the College and external clients such as funding bodies, ensuring that the definitions and processes are adopted to support an accurate and responsive service.
- e) Provide information in a variety of visual formats including statistical reports, graphs and diagrams for use by internal and external clients ensuring the information presented is clear and unambiguous.
- f) Take a proactive approach in the creation and definition of information and outputs, liaising with clients to accurately determine requirements, checking compliance to original request and undertaking comparison analysis for accuracy and to meet agreed delivery deadlines.
- g) To develop and maintain an enhanced knowledge MIS database structure in order provide to provide learner data in the agreed format.
- h) To develop and maintain an enhanced knowledge Unite database structure and tables in order provide to provide learner data in the agreed format.
- i) Support the CIS Systems Manager and CIS Senior Analyst with Data Snapshotting, exports and views as and when required.
- j) To assist in the integration of Management Information Systems to reduce the duplication of data.

- k) Translate business requirements into system requirements by supporting cross-college MIS projects.
- l) Write ad hoc reports from a range of management information systems.
- m) To assist in the maintenance of an effective Helpdesk facility for system users, respond promptly and effectively to user requests for system support and keep users regularly updated with progress with their request. Ensuring key events such as enrolment activities and exam result publication are organised to maximise user experience.
- n) Assist in the maintenance of the data security and confidentiality of all MIS systems.
- o) Liaise with software suppliers to troubleshoot bugs and issues.
- p) Ensure that personal skills are kept in line with the latest technology advancements.
- q) Participate in any other activities as required as a member of the CIS Team as determined by the CIS Systems Manager or the Director of Information Services .
- r) To promote the safeguarding and health and wellbeing of students and staff throughout all aspects of the role.
- s) Take appropriate action to become familiar with College policies and procedures, apply in practice and ensure full compliance.
- t) To contribute and participate in any continual professional development opportunities provided and actively work to create a positive team culture.
- u) To carry out any additional tasks as directed by the Principal and Chief Executive or other members of the Senior Leadership and Management Team.

To adhere to all of the College's policies and processes including, but not limited to Safeguarding, GDPR, Equality & Diversity and Health & Safety. Policies are available for staff and training will be mandatory for all.

NB: Please be aware that the duties and responsibilities outlined above are not exhaustive and therefore may be altered and/or enlarged to fulfil specific supervisory roles. The Role and Person Specification does not form part of your contract of employment.

## 4. Person Specification

It is expected that the successful candidate will be able to demonstrate the following competencies and qualities. These will be tested and assessed by application, selection test and a panel interview:

### Qualifications

<b>The successful candidate should:</b>	<b>Essential / Desirable</b>	<b>Tested by*</b>
1. An IT related qualification at Level 4 or higher, including relational databases	D	A/I
2. Demonstrable knowledge of Relational Databases.	E	A/I/P
3. English and Mathematics at Level 2 or above	E	A/I
4. Have evidence of a commitment to continuing professional and personal development	E	A/I

### Background & Experience

<b>The successful candidate should have:</b>	<b>Essential / Desirable</b>	<b>Tested by*</b>
5. In-depth knowledge of Microsoft SQL Server, reporting and associated services (SSIS/SSRS/SSMS)	D	A/I
6. In depth knowledge of SQL, exports and views	D	A/I
7. Knowledge of MS PC operating systems (Windows) and Microsoft Office	E	A/I
8. Experience of specifying and creating complex outputs for a wide variety of end users.	D	A/I
9. Able and willing to share knowledge and good practice with colleagues	E	A/I
10. Experience of working with non-technical end users to explain technical issues and resolve problems	D	A/I
11. Knowledge of Microsoft Windows Server and Active Directory	D	A/I
12. Significant and demonstrable experience of designing, testing and implementing outputs and reporting systems	D	A/I
13. Results focussed with the ability to work effectively under pressure and to strict deadlines and attention to detail	E	A/I

### Knowledge

<b>The successful candidate should have demonstrable knowledge or experience of:</b>	<b>Essential / Desirable</b>	<b>Tested by*</b>
1. Knowledge of the Business Intelligence field – analysis, integration and work on complex scenarios.	D	A/I
2. Experience of Access and Excel.	E	A/I
3. Able to analyse highly complex data and develop / deliver comprehensive outputs to ICT and non ICT staff	E	A/I
4. Excellence and accuracy in verbal and written communication skills ( for training design and delivery, report writing, user guides, on-line content, etc) with experience of working to deadlines	E	A/I
5. Excellent organisational and time management skills with the ability to work across all levels of the College	E	A/I

## Skills & Competencies

The successful candidate should be able to offer evidence of appropriate skills and competencies aligned to the College values	Essential / Desirable	Tested by*
6. PARTNERSHIPS: Being pro-active and customer focussed with the ability to motivate and support colleagues in a team environment. Team work throughout the whole College and understanding the needs of the business and management Team.	E	A/I
7. RESPECT: Being a considerate team worker, highly self-motivated, adaptable, flexible and a fast learner. Excellent communication and interpersonal skills. Embed equality and diversity in all aspects of your role.	E	A/I
8. OUTSTANDING: Ability to think creatively when faced with operational challenges. A solution focused problem solver. Demonstrate confidence.	E	A/I
9. UNIQUE: Ability to instil an appreciation for ethical and professional behaviour	E	A/I
10. DYNAMIC: Vision, leadership and influencing skills to be a driver for change and comfortable in making decisions based on need for efficiency, service and quality. Comfortable with being high profile, with high visibility around the College and key events.	E	A/I

Key to test Methods: A = Application I = interview P = Practical test

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.