

UNIVERSITY OF DERBY
JOB DESCRIPTION

JOB TITLE	Voice and Reporting Senior Analyst		
DEPARTMENT / COLLEGE	Centre for Student Life Student and Graduate Experience		
LOCATION	Kedleston Road, Derby DE22 1GB		
JOB NUMBER	0240-19	SALARY	£27,161 - £29,860 per annum
REPORTS TO	Service Manager, Student and Graduate Experience		

Role Summary

The Voice and Reporting Senior Analyst specialises in the collection, analysis and reporting of student and graduate feedback (including National Surveys, e.g. NSS and PTES, as well as the new Graduate Outcomes Dataset), labour market intelligence and evaluation and reporting of service data for the Centre for Student Life (CSL). The Centre includes the Library, Careers and Employment Service, Student & Graduate Experience Team and Social Mobility.

You will be responsible for the development and implementation of systems and procedures required to inform evidence-based decision-making and service enhancement. A collaborative approach and partnership work across the University will be required to report from linked data sets and enhance understanding of social mobility. This analytical position requires a flexible and collaborative approach, attention to detail and an understanding of University data and systems.

Team working in the SAGE team is essential to deliver services throughout the academic cycle. You will be flexible and adaptable, maintain knowledge of SAGE operations and work across the team to deliver priorities and deadlines to achieve high quality outcomes.

Principal Accountabilities

1. To collect, analyse and report on student and graduate data and to evaluate practice to inform decision-making about Centre for Student Life strategy, service delivery, impact and enhancement. Data will include graduate destinations and earnings, service and learner analytics, labour market intelligence and employer engagement, data for returns (eg SCONUL), and HE sector publications. Analysis will include trend analysis, benchmarking and evaluation of factors impacting on social mobility, student success and graduate outcomes, using quantitative and qualitative abilities to report and interrogate data. Co-ordinate the input, coding, maintenance and audit of data to ensure quality and accuracy are maintained in accordance with the University Data Policy.
2. Contribute to the development of a student and graduate voice strategy and take responsibility for planning, implementation, reporting and evaluation of significant internal and external surveys of students and graduates. Encourage alternatives to surveys in order to enhance the student and graduate voice.
3. Line manage and develop the Voice & Reporting Team and encourage collaboration across the CSL. Lead in the recruitment, training and supervision of an intern and a team of student telephonists and data entry administrators, including maintaining effective relations with the Student Employment Agency for the seasonal recruitment of casual workers.
4. Develop and implement effective procedures for data collection, auditing and reporting, including technical solutions and creative presentation, developing a broad understanding of software functionality to help inform the decision making process.
5. To work with the CSL leadership team and teams across the University to develop and implement systems and processes required for the new national Graduate Outcomes dataset. To establish and maintain specialist knowledge of the new graduate destinations dataset and to be proactive in providing specialist advice to inform University planning and procedures.
6. To work with Corporate Planning & Performance Team (CPP) and CSL colleagues to report on outcomes of surveys, including the NSS and Graduate Outcomes, and key internal surveys. To liaise with key stakeholders in Registry and IT Services to ensure the IT system operation and procedures, recommending and implementing enhancements to ensure continuous improvement. To lead on system testing.
7. To work collaboratively with specialists in professional services and with a wide range of data users at all levels of the University, to work in accordance with University and HESA procedures, make appropriate use of technology, to share data where appropriate and to promote data use. This may involve the identification, development and implementation of new information technology solutions to streamline work undertaken or specifying modifications to existing functionality as appropriate.
8. Work with the CSL Leadership Team to build a network of data champions within the Colleges who will raise the profile of student feedback and employability data and support the collection and dissemination of information.
9. To ensure appropriate and effective access to data by creating and publishing reports for senior managers, committees, colleges and the CSL. To work collaboratively with CPP department for the compilation and dissemination of wider datasets which include student feedback, employability, social mobility and CSL service data, e.g. Teaching Excellence Framework and continual monitoring.
10. To ensure successful delivery of assigned projects as and when required, reporting any issues and risks to the Service Manager to ensure deliverables are not compromised and that sensible alternatives are found and agreed upon.
11. To contribute to the evaluation of practice, to develop case studies and share student and

graduate success stories.

12. To ensure compliance with relevant legislation and University policy, eg equal opportunities and GDPR.

This is not a complete list of all duties and responsibilities, the post-holder may be required to undertake other duties commensurate with the level and skills/qualifications of this role.

Person Specification

1. Essential Criteria

Qualifications

- Degree (or relevant equivalent) or extensive experience in Higher Education administration
- Evidence of continuous professional development

Experience

- Experience of line management or supervision and a proven ability to manage the work of a team in a service environment
- Relevant recent work experience in survey data collection, analysis and reporting
- Experience of complex databases and proficient use of MS Office and other software
- Experience of working to complex procedures, data policies and relevant legislation
- Experience of working to achieve targets and measuring impact data

Skills, knowledge and abilities

- Ability to act on own initiative; including day to day workloads and priorities
- Analytical skills and the ability to present information and data in an accessible way
- Excellent communication skills (verbal and written) with ability to prepare reports and present to a variety of audiences
- Excellent organisational skills, able to prioritise work to meet deadlines
- Excellent customer service skills
- Ability to interpret complex datasets

2. Desirable Criteria

Experience

- An understanding of the business issues affecting Higher Education Institutions including its responsibilities under the Freedom of Information, statutory returns compliances and data protection legislation

Skills, knowledge and abilities

- Previous supervisory experience and ability to motivate others to achieve common goals

Benefits

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

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<https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230>