

JOB DESCRIPTION

Job Title: Business Intelligence Officer
Ref no: PLN9
Campus: Hendon
School/Service: Planning Office

Grade: 7
Starting Salary: £ 37,530.00 per annum inclusive rising to £ 43,111.00 incrementally each year.

Period: Permanent

Reporting to: Business Intelligence Manager

Reporting to Job Holder: None

Overall Purpose:

The planning portfolio includes leading on KPI development and reporting, providing organisational leadership and coordination on business intelligence (BI) including supporting colleagues with their BI needs, answering FOI requests, using external data platforms such as HEIDI+, data modelling and analysis and being a source of expertise in ETL processes.

The Business Intelligence Officer will support the effective delivery of the portfolio of planning activities, focusing on the delivery of a range of core business intelligence functions with a strong emphasis on enhancing reporting and management information in Tableau.

The Business Intelligence Officer will work with a wide range of stakeholders including VCE, Deans and Service leaders (providing them with business intelligence), colleagues in Marketing and Recruitment (setting and monitoring recruitment targets as well as market data), Finance (student number planning) and Computing & Communications Systems Service (on systems to support the delivery of business intelligence).

Principal Duties:

Business Intelligence:

- Defining, preparing and delivering reporting via Tableau to support strategic decision making using internal and external data sources.
- Maintain a watching brief on Tableau and wider BI developments and innovation, becoming a Tableau expert in the process and providing additional capability as a problem-solver to fix any issues with Tableau as they arise.
- Developing and delivering an agreed cycle of annual reporting including KPIs, student numbers, and student applications, as well as responding to sector requests such as in support of the Teaching Excellence Framework and development of Access and Participation Plans and ad hoc requests for information and analysis.
- Supporting colleagues in other areas of the university to develop their BI capability.
- Assist the BI Manager in maintaining the Tableau server , access administration and data refresh schedules
- Maintain and improve the Planning team's Oracle data warehouse and ETL processes, which includes SQL scripts, data snapshots and staged tables.

- Develop and maintain a data dictionary in liaison with colleagues in Academic Registry to support shared definitions and consistent practices across the organisation.
- Performing quality checks on scripts, reports and exports to ensure exceptional quality.
- Assist the Business Intelligence Manager in providing organisational leadership and coordination in relation to BI across the University. Related to this, coordinate the functioning of a BI Champions Group to promote good practice across the University, develop a peer network to support mutual problem solving and ensure common minimum standards for BI processes.

Student Number Planning and forecasting:

- Operating the student number planning framework.
- Working with Marketing and Recruitment, Finance, Deans, Timetabling and Estates on budget target setting and reporting. .
- Working with Marketing and Admissions on intake forecasting.
- Working with Finance and Timetabling on student number forecasting.

Analysis and modelling of KPIs:

- Assisting the team in identifying and monitoring appropriate KPIs and benchmarks for Middlesex to support its 2022 Strategy.
- Support in developing and maintaining a KPI tree that spans the whole organisation, from high-level management information PIs to ground-level operational ones.
- Provide support in collating key PI figures for monthly reporting to VCE through the update and maintenance of a high-level VCE KPI dashboard.
- Update and maintain the existing KPI balanced scorecard which is presented to the board 3 times a year.
- Provide marketing with monthly recruitment figures for board reporting.

Business Partnering:

- Working pro-actively with Schools and Services supporting a network of Tableau developers and users.
- Provide assistance with schedules, data refreshes, report permissions or upgrades to newer versions to Tableau server users.

PERSON SPECIFICATION

Job Title: Business Intelligence Officer

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

SELECTION CRITERIA:

Essential

Education / Qualifications

Essential: A degree or equivalent qualification in a relevant subject area such as Computer Science or IT.

Experience and Knowledge:

Essential:

Experience of developing and delivering business intelligence in a complex organisation.

- Experience of using Tableau and an enthusiasm for developing your skills in it and promoting its use across the University.
- Experience of developing or maintaining a complex data warehouse using tools such as SQL developer, Alteryx or Knime.
- A sound understanding of relational database theory and ability to use programming languages to solve practical problems.
- The post holder will be expected to develop a comprehensive understanding of all aspects of the student journey, from recruitment through to graduation.
- Working knowledge of general data protection regulations and the requirements of data confidentiality and sensitivity.

Desirable:

Experience of developing and operating student number and fee forecasting models.

- Experience of implementing data warehousing solutions.
- Experience of developing and monitoring institutional KPIs.
- Knowledge of HE datasets including those produced by HESA and UCAS.
- Knowledge of the HEIDI+ system and datasets.
- Knowledge of Banner student systems.

Skills and Abilities:

Essential:

- Highly numerate with skills and interest in the analysis and interpretation of HE datasets and a structured and methodical approach to problem-solving and analysis.
- Exceptional IT skills, in particular Excel, Tableau, Oracle databases, and SQL.
- Working knowledge of Excel functions such as vlookup, getpivotdata, index, match.
- Knowledge of and ability to write basic Excel macros using VBA to automate modelling and processing data.
- The ability to integrate, validate, manipulate and analyse complex datasets from a variety of sources to provide consolidated and meaningful management information.
- Proven ability to work proactively, to take independent action and decisions and to take delegated tasks through to completion.
- The ability to develop queries using structured query language (SQL). Knowledge of functions such as listagg, rownum, count, sum and of concepts such as joins and unions.
- Ability to present data in an interesting way through clear and captivating visuals and infographics.
- Excellent written and oral communication and presentation skills including the ability to interpret complex data and produce reports that are relevant to a range of audiences.
- The ability to understand and articulate the information requirements of others and then develop and deliver appropriate reporting.

Hours: 35.5 hours per week, actual daily hours by arrangement

If you are applying as an internal candidate to do the temporary post as a secondment please discuss this with your line manager first and read our [Secondment Guidelines](#).

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

No Parking at Hendon campus: There are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon campus please ensure you can commute without a car.

Information on public transport to Hendon can be found here:
<https://www.mdx.ac.uk/get-in-touch/directions-london>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Flexible working applications will be considered.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Dr Simon Lewis, Head of Strategic Planning, at s.a.lewis@mdx.ac.uk or 02084114221.