

### **Job Description**

<b>Job Title:</b>	<b>Head of Planning and Analytics</b>
<b>Reference:</b>	<b>PLN17</b>
<b>Campus:</b>	<b>Hendon</b>
<b>Faculty/Service:</b>	<b>Strategic Planning and Performance</b>
<b>Grade:</b>	<b>Grade 9</b>
<b>Starting Salary:</b>	<b>£60,972 per annum, inclusive of Outer London rising to £70,215 incrementally each year</b>
<b>Hours:</b>	<b>35.5 hours per week, actual daily hours by arrangement</b>
<b>Period:</b>	<b>Permanent</b>
<b>Reporting to:</b>	<b>Director of Strategic Planning &amp; Performance</b>
<b>Reporting to Job Holder:</b>	<b>Tableau Developer, Planning Analysts x 4, and Business Planning and Risk Manager</b>

### **Overall Purpose:**

The Head of Planning and Analytics is an important new senior role within the new Strategic Planning and Performance Directorate, responsible for leading the University's institutional planning and analytics function. The postholder will work closely with the Director of Strategic Planning and Performance to lead and support the development and implementation of a consistent planning framework, support the University Leadership Team (UET) and senior faculty teams in monitoring and progressing key planning activities and performance metrics. They will also lead on developing an integrated student numbers planning and forecasting process.

The role manages a team of four Planning Analysts who operate as business partners to the academic faculties. Each analyst has a designated area of specialism: Student Number Planning, Performance Monitoring and KPIs, Student Academic Performance, and Student Engagement and Enhancement. The postholder is also responsible for line management of the University's Tableau Developer, who leads on the development and implementation of a standardised institutional reporting architecture, including requirements gathering, report design, documentation, deployment, and maintenance. In addition, the Head of Planning and Analytics manages the Business Planning and Risk Manager, ensuring effective integration of institutional planning, risk management, and performance frameworks.

The postholder will work closely with senior academic and professional services colleagues to ensure that planning and analytics activities are aligned with institutional priorities and that timely, robust, and accessible data and analysis underpin strategic and operational planning processes.

## Principal Duties:

The principal responsibilities and duties of the Head of Planning and Analytics include, but are not limited to:

### Planning and Performance

- **Collaborate with the Director of Strategic Planning and Performance** to develop and implement a consistent planning framework that aligns with Middlesex's strategy, mission, and values.
- **Conduct performance deep-dives** to identify drivers of performance and potential areas for improvement.
- **Assist the Director of Strategic Planning and Performance** in developing and monitoring implementation plans and associated key performance targets (KPIs).
- **Support senior faculty teams** in monitoring and progressing their key planning activities and performance metrics to ensure continuous improvement against relevant KPIs.
- **Lead the development** of an integrated student number planning and forecasting process with regular reporting throughout the academic year.
- **Collaborate with Finance colleagues** to support the annual budget-setting process.
- **Lead the modelling and reporting** of results for major UK and international higher education league tables.
- **Oversee the review, analysis, and reporting** of various national student and staff surveys and feedback methodologies, such as NSS, PTES, and GO.

### Data Analytics

- **Develop and deliver** a forward-thinking business intelligence (BI) framework and strategy, in collaboration with colleagues in the University's Computing and Communications Systems Service (CCSS):
  - **Oversee the development** of a university-wide standardised approach to reporting, including requirements gathering, report design, documentation, deployment, and maintenance.
  - **Ensure Professional Services and Faculties** across the institution have the data and insights needed to support decision-making.
  - **Review and improve** the University's current BI estate, developing best-practice principles and supporting the transition to a new BI model.
  - **Provide criteria for prioritisation** of tasks and new developments.
  - **Drive innovation** in analytics capabilities, explore potential solutions, and deliver continuous improvement in this area.
- **Lead, coach, and motivate** a small team:
  - **Support team members** in understanding and developing the new BI framework.
  - **Deliver analytics, reports, and insights** for ad-hoc requests and cyclical projects.

- **Maintain and refine existing Tableau dashboards**, working closely with data and subject owners to ensure they are fit-for-purpose and identifying opportunities to streamline processes.
  - **Undertake continuous improvement and development** through annual appraisals and personal development plans.
- **Proactively solve problems** by designing and devising new analyses and data visualisations to address future University business challenges and support decision-making.
- **Lead and provide direction** to the BI Champions community of practice, comprised of members from across the University interested in business intelligence, data, and data visualisation.
- **Communicate effectively** with stakeholders at all levels across the University; present complex findings and reports clearly and intelligibly, and make recommendations to key decision-makers and relevant University groups and committees.

## **PERSON SPECIFICATION**

**Job title: Head of Planning and Analytics**

**Your supporting statements on your application form will be assessed to see how you meet of the following criteria:**

### **SELECTION CRITERIA:**

#### **Person specification**

##### **Essential**

- Experience working in a similar role, leading a range of integrated planning approaches in an HE University setting
- Detailed knowledge of current policy developments within the UK Higher Education policy landscape
- Significant experience in providing management information, utilising reporting and analysis to provide insight to inform organisational strategy & planning.
- Significant experience overseeing analysis from various types and data sources (e.g., student, staff and financial data) and utilising insights to effectively influence organisational decision-making and planning.
- Proven experience of working collaboratively with senior staff to contribute to decision-making at a strategic level
- Demonstrable experience communicating key analytical findings via committee papers, presentations and face-to-face meetings with various audiences.
- Experience in assimilating complex technical requirements and translating them into operational solutions.
- A strong track record of delivering complex and challenging objectives with competing demands, including experience doing so concerning strategic and financial planning within a complex organisation
- Ability to work collaboratively and to gain the trust and confidence of, and to influence and persuade, people at all levels and to manage relationships with multiple stakeholder groups
- Excellent oral and written communication skills, including the ability to present and explain complex information to a formal group such as a committee
- Familiarity with data governance issues and experience in understanding and delivering against complex business intelligence needs
- Advanced skills in the use of a range of software, including Excel and project management tools
- Demonstrable commitment to fairness and the principles of equality and inclusion.

##### **Desirable**

- A degree or professional body qualification relevant to data and analytics;

- Prior experience in using Extract Transform and Load (ETL) processes and tools;
- Knowledge of SQL for data analysis and to develop queries that form the basis of Tableau data sources;
- Proven line management experience, including managing and motivating a professional team to deliver complex pieces of work to a high level of accuracy within tight deadlines

### **MU Services Limited**

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

**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.

### **Parking at Hendon campus**

There are currently *Regular Parking Permits* and *Pre-Paid Parking* options available to new joiners. Further details are available on the Travel and transport page on the staff intranet. Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

### **Information for Disabled Staff**

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

### **Public Transport**

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL ([www.tfl.gov.uk](http://www.tfl.gov.uk)) and have a look at our directions and location to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

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.

**We value diversity and strive to create a fairer, more equitable work environment for our staff and students.**

**We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.**

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

### **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 Mark Humphreys, Director of Strategic Planning and Performance, via email at [m.humphreys@mdx.ac.uk](mailto:m.humphreys@mdx.ac.uk).