



New College Durham

JOB DESCRIPTION

Job Title:	Business Intelligence (CIS) Analyst
Grade:	Support Grade E
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	CIS
Accountable to:	Senior BI Analyst

Job Purpose

To produce and to publish a variety of Management Information, principally related to the central Student Records System, for the use of College staff and external customers.

Key Result Areas

1. Work in partnership with all College staff to enable them to clarify and define their information needs
2. Use relevant software to write and develop dynamic reports from a range of CIS databases ensuring that data and information are readily available to staff in a variety of formats
3. Using Unit-e report generator/SQL/Access to write ad hoc queries to provide data and information for staff and external bodies as required from various complex databases
4. Provide training to staff in the use of the student record database, CIS systems and College reports, as appropriate. Ensuring that all staff are able to access the information they require and they are confident in using the software and interpreting the data and information presented



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5. Be responsible for specific projects or areas of Business Intelligence work, being responsible for developing projects from idea to completion
6. Support the provision of calculated data to HE Assessment Boards
7. Keep up to date with developments in IT technologies, investigating and proposing changes to systems, and working practices to utilise new technology to ensure continuous improvements in Business Intelligence function
8. Create and maintain documentation and training guides for software and reports used within the College
9. To promote the College's central information systems as the main source of information to the College's staff
10. Establish positive working relationships with Management Information customers throughout the College and externally
11. Support fully at all times the aims and objectives of the College
12. Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment

General Responsibilities

1. To promote the mission, vision and values of New College Durham
2. To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, etc.
3. To engage with line manager in regular appraisals and performance reviews against agreed objectives.
4. To be responsible for actively identifying own development needs
5. Staff must take reasonable care, and be aware of their responsibilities under the Health and Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for staff and visitors to the College.



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Variation in the Role

Given the dynamic nature of the role and structure of New College Durham, it must be accepted that, as the College's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

Equality and Diversity

The College is committed to equality and diversity for all members of society. The college will take action to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. This will require staff to support the College's initiatives on Equality and Diversity which will include embracing development and training designed to enhance practices and the experiences of staff, students and visitors to the College with an all-inclusive approach that celebrates differences. Failure to embrace these commitments may lead to formal action.

If you as a member of staff identify how you or the College can improve its practice on Equality and Diversity please contact the Equality and Diversity Officer in Human Resources 0191 375 4025. Alternatively if you wish for any support or assistance with regards to Equality and Diversity please again contact the above individual.

Commitment to Safeguarding Vulnerable Groups

New College Durham is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.



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PERSON SPECIFICATION

Job Title: Business Intelligence (CIS) Analyst

Assessed by key:

1. Application form
2. Interview
3. On the job
4. Skills test

In order to progress through the recruitment process you must be able to show how you meet each of the criteria at ALL of the "assessed by" stages

Knowledge & Experience	Assessed by	Essential	Desirable*
English and Maths at Level 2 (GCSE / O Level, Grade C or above) or equivalent	1	✓	
Educated to Level 4 or equivalent	1	✓	
Have a high level of IT skills to include at least 3 years' experience in the use of a variety of systems, e.g. Unit-e Report Generator, Microsoft Access, Microsoft Excel, Reporting services and Crystal Reports	1	✓	
Recent and relevant experience in the use of IT applications to facilitate data processing	1	✓	
Recent working knowledge of FE / HE Funding Methodologies	2		✓
Recent working knowledge in the use of Student Record Systems, e.g. Unite, EBS, ProSolution	2		✓
Knowledge of other related College MIS software packages, e.g. ProAchieve, Goldmine	1		✓
Recent and relevant experience of the Education Sector	1		✓
Skills	Assessed by	Essential	Desirable*
Ability to demonstrate a commitment to resolving problems and to improving own performance	4	✓	
Proven track record of being able to effectively prioritise and organise own work	2	✓	

Ability to deal with both staff and students professionally in person, by phone or by correspondence	2	✓	
Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment	4	✓	
Ability to learn and share knowledge of new systems	2	✓	
Ability to produce high quality management information to pre-specified deadlines	4	✓	
Possess strong problem solving skills and use of initiative	4	✓	
Proven capacity to work innovatively and independently	4	✓	
Suitable to work with young people and vulnerable groups	1	✓	

*For the post holder to be successful in the role, all criteria within the person specification are essential, however for the purpose of recruitment some are listed as desirable as we may expect to see this skill, experience or qualification develop or be obtained once in the role.

This job description may be reviewed in light of experience, changes and developments during the on-going appraisal and performance review process.

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