JOB DESCRIPTION

Job Title:	Systems and Business Intelligence Manager
Grade:	MS01 – MS03
Hours:	37 hours per week (pro rata)
Location:	Framwellgate Moor Campus
Department:	Systems and Business Intelligence
Accountable to:	Head of Systems and Business Intelligence

Job Purpose

Responsible for the management of the Systems and Business Intelligence Department and to ensure the timely and effective delivery of key performance targets of New College Durham.

Key Result Areas

1. Develop, implement and manage a reporting strategy that provides a common method to deliver reporting and supports strategic decision.

2. Develop, document, and support a reporting service from the central Student Records System and other enterprise systems, for the use of College staff and external customers

3. Analyse data tables in the College's student management information system to establish knowledge of data for accurate retrieval and use in report writing.

4. Provide a consistent and timely reporting service to all College stakeholders ensuring quality and accurate data is provided.

5. Manage the timely delivery of standard and custom reporting ensuring quality and accuracy of data.

6. Liaise with stakeholders to determine the business needs and develop a reporting service that enables strategic decision.

7. Be the designated lead and collaborate with end users to gather report requirements and ensure proper testing and validation. Provide support to end users on standardised and ad hoc reports.

8. Manage the team developing and creating reports that meet and reflect ongoing changes to business requirements.

9. Manage the team in the design and specification of systems, and provide information as appropriate on limitations on any requests.

10. Ensure the provision of an effective advisory service to ensure key data from each section is disseminated appropriately.

11. Develop specifications and plans for design, development, maintenance and enhancement of management information systems.

12. Liaise with appropriate staff in the development, implementation and customisation of new systems.

13. Manage the support, maintenance and administration of the College student record database/system and provide support to other College systems as directed.

14. Manage the design and development of systems to agreed project deadlines to enhance current data collection and validation processes.

15. Manage systems projects to agreed budget and deadlines to enhance processes and improve the service.

16. Contribute to user forums to develop the use and understanding of College data systems

17. Manage the development and implementation of policies, technical procedures, and standards for preserving the integrity and security of data, reports and access.

18. Motivate, direct and develop designated staff to meet key performance targets for the department and College.

19. Work with the Managers and Head of Department to develop links between College data to improve integration and the effective use of data across the college.

20. Develop and maintain an excellent knowledge and understanding of Further Education and Higher Education funding methodologies and data requirements.

21. Keep up to date with developments in IT technologies, investigating and proposing changes to reporting development and working practices to utilise new technology to ensure continuous improvements.

22. Assist and direct in the design and specification of systems, and provide information as appropriate on limitations on any requests.

23. Ensure that the College's policies for quality management and control are employed effectively within the areas of responsibility.

24. Contribute to the development of the college strategic/operational plans and implement College processes and procedures.

25. Provide training to staff in the use of the service as appropriate. Ensure 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.

26. Create and maintain documentation and training guides for reports used within the College.

27. Support fully at all times the aims and objectives of the College.

28. Undertake appropriate staff development activities that support personal development and the changing needs of the College and its environment.

29. Any other duties commensurate with the grade and status of the post.

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.

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.

PERSON SPECIFICATION

Job Title: Systems and Business
Intelligence Manager

Knowledge & Experience	Assessed by	Essential	Desirable*
English **and** Maths at Level 2 (GCSE / O Level, Grade C/4 or above) or equivalent, **or** willing to work towards**	1	✓	
Educated to degree level or equivalent in an IT related discipline or has proven professional experience	1	✓	
Project Management Qualification or recent and relevant experience in managing IT related projects	1	✓	
Recent and relevant experience of data analytics and business intelligence	1	✓	
Experience in the use and administration of Unit-E Student Records Management System	1		✓
Recent and relevant experience of Education Sector	1 / 2		✓
Working knowledge and relevant experience in using multiple integrated information systems	1 / 2	✓	
Recent and relevant experience in the use of a variety of systems and languages, not limited to but in particular; Microsoft Access, Excel, Word, SQL Server, Visual Basic, C# SSRS and Crystal Reports	1 / 2	✓	
Recent and relevant experience of report writing and report writing software	1 / 2	✓	
Recent and relevant experience of maintaining databases and desktop intelligence	1 / 2	✓	

	Assessed by	Essential	Desirable
Demonstrate a working knowledge and understanding of relational databases in a practical setting	1 / 2	✓	
Proven track record of managing others	1 / 2	✓	
Working knowledge of Audit requirements with regards to funding regulations	3		✓
Commitment to continuing professional development (which can be evidenced and monitored)	3	✓	
Skills	**Assessed by**	**Essential**	**Desirable**
A proven track record of being able to prioritise and organise own work	2 / 3	✓	
Proven capacity to work innovatively and independently	2 / 3	✓	
Ability to think strategically and laterally	3	✓	
Excellent interpersonal and communication skills in dealing with colleagues, and all those people and organisations with which the College works in partnership	2 / 3	✓	
Ability to manage complexity and diversity.	3	✓	
Ability to manage teams and supervise the work of others	2 / 3	✓	
Possess drive, enthusiasm and a commitment to provide an excellent service to both internal and external customers	3	✓	
Demonstrate the ability to work with accuracy and attention to detail in a constantly changing environment	3	✓	
First class oral and written presentation skills.	2 / 3	✓	
Tenacity, flexibility and the ability to work under pressure	3	✓	
Personal and professional integrity	3	✓	
Ability to produce high quality management information to pre-specified deadlines	3	✓	

Ability to work in an organised and methodical manner with high attention to details	3	✓	
Ability to investigate and analyse information and to draw conclusions	3	✓	
Ability to multi-task in a dynamic environment while ensuring on time delivery	3	✓	
Have a positive attitude to change	3	✓	
Self-motivated, working above and beyond required role	3	✓	
Suitable to work with young people and vulnerable groups	1 / 3	✓	

*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 criteria might be considered at the shortlisting stage.

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

Issue Date: November 2018