The University of Manchester

Job Description

Job title: Subscriptions Data Analyst

Reports to: Subscriptions Manager

Organisation unit: University of Manchester Library: Collection Strategies

Date: January 2021

HERA: MAPPS-UML-CS-SUB-D (336, Grade 5)

Overall purpose of the job:
- To liaise with Collection Strategies colleagues to gather and analyse their management information needs and to design and develop business intelligence reports and dashboards to provide high quality management information services and statistical summaries
- To provide an efficient and effective analysis service to the Collection Strategies Directorate
- To interrogate and query new datasets as required and analyse them to provide statistical analyses
- To analyse the data management needs of the Subscriptions Team and design and maintain appropriate databases that will automate much of the work of the team.

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To liaise with Collection Strategies Directorate colleagues to gather and analyse their management information needs, providing advice about the reporting options available and the constraints and features of the Library's information systems and management information tools
- To design, develop and manage business intelligence reports and dashboards to provide high quality management information services to Collection Strategies colleagues, using a variety of reporting tools and interrogating a variety of databases and data warehouses
- To be responsible for the collection and collation of Collection Strategies Directorate statistics
- To design and maintain database systems for use within the Subscriptions team as required, to improve the team's management of data and provide management information reports for regular meetings with senior managers
- To analyse complex data from a variety of database systems and other sources and provide statistical summaries and commentaries

- To assist the Subscriptions Manager to collect, collate and provide specific statistics for local and national use
- To assist the Subscriptions Manager and Subscriptions Team Leader in the provision of statistics to analyse and monitor supplier performance
- To provide administrative support at appropriate meetings
- To assist in the provision of relevant information to other Library colleagues as required
- To interact nationally with colleagues in other academic libraries and to attend meetings, seminars, workshops and other professional events as required
- To participate on library, consortium, working groups, task forces, and special projects as deemed necessary or assigned
- To assist with training and development and actively participate in the delivery of training
- To liaise with the Collection Strategies Subscriptions Manager in collecting management information and statistics and to assist in the monitoring of departmental performance, including the meeting of agreed performance targets
- To deal with customer enquiries in an efficient and proactive manner
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- A degree, professional qualification or sufficient relevant experience
- Extensive experience of designing business intelligence reports and dashboards using Oracle Business Intelligence or other reporting tools.
- A good understanding of the principles of relational database technologies and a good knowledge of SQL
- Significant experience of database design and complex database querying
- Excellent IT skills, including significant experience of using Microsoft Access and Excel
- Proven ability to query, analyse and summarise complex data from a variety of sources
- The ability to present complex and technical information in a clear and concise manner to a variety of audiences
- Excellent time-management skills and the proven ability to meet deadlines

- Ability to use own initiative and judgement to resolve day-to-day problems independently, or through a support team, as appropriate
- Excellent interpersonal skills
- Excellent written and oral communication skills, including face-to-face presentations
- Project management experience
- Ability to manage change successfully

Desirable knowledge, skills and experience:

- Experience of data visualization techniques
- Skilled at relationship building
- Experience of the acquisition processes in an academic library
- Experience of library management systems and relevant software packages
- Understanding and experience of the issues surrounding the acquisition of resources in a research-intensive university