The University of Manchester

Job Description

Job title: Senior Business Intelligence Analyst

Reports to: Head of Projects + Business Analysis

Organisation unit: University of Manchester Library: Research & Digital Horizons

Date: January 2021

HERA: MAPPS-UML-R&DH-BP-D (451, Grade 6)

<u>**Overall purpose of the job:**</u>

To lead on the management of the Library's growing need for business intelligence and data analysis by collecting, interpreting and collating management information, statistical analysis and data visualisation services in order to make recommendations to increase the efficiency and effectiveness of the University of Manchester Library Services. The postholder will take lead responsibility for a number of areas of business intelligence, including, but not limited to:

- Service performance measurement and reporting.
- Management and coordination of survey results analysis, and particularly the National Student Survey and other external measures of customer satisfaction across the Library.
- National data analysis to support benchmarking, and particularly the annual SCONUL return
- Support of the University's Teaching Excellence Framework (TEF) preparation
- Library content cost and usage analysis in support of purchasing and renewal decisions and negotiations with publishers.

<u>**Key responsibilities:**</u>

- 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 be responsible for the collection, collation, analysis and visualization of performance data
- To design produce and analyse summary statistical reports for all areas across the Library
- To line-manage the Business Intelligence Analyst (including recruitment, performance management and staff development)
- Provide evidence based, actionable recommendations for business improvement, using thorough analysis of the body of internal and external data sources and market research available
- To lead Library input into University and national level learning analytics initiatives
- To develop, manage and review the day-to-day framework for performance measurement and mechanisms for monitoring across the Library

- To provide quantitative and qualitative analyses of annual and biennial national survey data for the Library's senior managers
- To support the collation of data for the SCONUL return, and to undertake analysis of the SCONUL annual dataset
- To support colleagues in the Library in their development of data skills and to provide training and ad hoc data analysis work as required
- To lead on Library projects in data analysis, providing project and management support for Library staff
- To be the main Library contact for University Teaching Excellence Framework (TEF) data collection and analysis
- To represent the Library/University on working/collaborative groups and at national conference, committees, etc. connected with Data + Performance Analysis and Data Visualisation
- To advise on the provision of data requirements during the planning of Library projects
- To network with colleagues in other HE or external organizations to explore engagement opportunities in order to generate mutually supportive partnerships
- 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:

- Educated to degree level plus extensive experience, including successful outcomes, in a similar work environment **OR** substantial and relevant professional experience demonstrating ability in an appropriate professional area and success in a similar work environment
- Experience of creating reports with a significant quantitative element
- 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
- Advanced statistical skills associated with the collection, analysis, manipulation and visualization of quantitative data, e.g. regression and correlation analysis and data presentation architecture
- The ability to present complex and technical information in a clear and concise manner to a variety of audiences

- Knowledge and experience of using statistical software, e.g. SPSS
- Knowledge and experience of using data visualization software
- Knowledge and experience of business intelligence software (e.g. Oracle BI, Cognos)
- Experience of providing training to staff at all levels
- Ability to work methodically and accurately under pressure and to meet deadlines
- The ability to work independently and to prioritise effectively
- Critical thinking and problem-solving skills
- Excellent written and verbal communication skills
- Excellent interpersonal skills
- Willingness to embrace the Library's organizational culture and Ways of Working

Desirable knowledge, skills and experience:

- A research degree or professional qualification in a relevant discipline
- Experience of working in the Higher Education and/or academic library sector
- Knowledge and experience of using the Scopus and Web of Science databases
- Knowledge and experience of Tableau data visualization software
- Experience of programming languages such as. Python and R
- Experience of database design and complex database querying
- Programming skills
- Experience of managing or working in project teams using formal project management methods (e.g. Agile or PRINCE2)