

JOB DESCRIPTION

Post Ref: 1898

Post Title: Business Intelligence: Systems and Reporting Analyst

Grade: Business Support Scale

Responsible to: Business Intelligence: Senior Analyst

Responsible for: No staff

COLLEGE VISION, MISSION AND VALUES

“Brilliant Today, Better Tomorrow”

“To inspire lifelong learning, growing people to be their brilliant best, energising communities and brightening all of our futures.”

Bravery, Respect, Inspiration, Growth, Hope, Truth, Energy, Nurture

KEY TASKS AND RESPONSIBILITIES

1. Provide support to the Business Intelligence: Senior Analyst.
2. Assist and participate with current and future Business Intelligence projects.
3. Develop and maintain a good knowledge of the functionality and structures of various cross-college management information systems (MIS), processes and departments (for example Registry and Admissions).
4. Develop timely and accurate reports using reporting tools such as SQL/SQL Server Management Studio (SSMS), SQL Server Reporting Services (SSRS), Microsoft Visual Studio, Microsoft Access and Excel. Core College SQL database systems include, but are not limited to: Tribal EBS (Education Business System), VITAL, ProAchieve.
5. Implement, develop and maintain integration between the Learner Record System (EBS) and other College systems where required.
6. Contribute to the ongoing development of the College’s dashboard system.
7. Be proactive in the testing of releases of EBS, including occasional BETA release testing.
8. General maintenance of EBS, including the management of staff records.
9. Log calls, track and follow up with relevant MIS software providers.
10. Be the main contact point for teaching staff training on EBS for electronic registers, OnTrack and Reports. This includes maintaining notes and videos and conducting training face to face or via Teams where necessary.

11. Support a variety of staff on all EBS modules and encourage staff to access data using the appropriate MI system.
12. Maintain, update, and monitor automated report schedules.
13. Regularly update ProAchieve, assist in the checking of anomalies and produce reports as and when required.
14. Lead in the production and analysis of learner, parent and employer satisfaction surveys and take an active role in the continuous reviewing of their contents.
15. Take an active part in the set up and smooth running of the College enrolment process and contribute ideas to its further development.
16. Assist in the collection and input of learner qualifications relating to GCSE point scores (value added).
17. Create ULNs for applicants and investigate and rectify errors with the Learner Record Service (LRS).
18. Develop and maintain an understanding of the technical aspect of the job and keep abreast of technical development and report strategies.
19. Occasional work outside of regular hours to assist at enrolment, open events and representing the department at Staff Council meetings.
20. General duties such as typing, photocopying and dealing with face to face, telephone and email queries from staff, learners and the public.
21. Maintain an understanding of General Data Protection Regulation (GDPR).
22. Attend meetings and take minutes when required.
23. To carry out additional roles within the college as may be agreed from time to time.

OTHER RESPONSIBILITIES

In common with all other employees of the College, the postholder is expected to:

1. Perform duties to a high standard and to ensure that the quality assurance processes are implemented successfully across the College, particularly those relating to their own role.
2. Positively contribute to a safe learning and work environment ensuring compliance with Health and Safety policies and procedures.
3. Have a personal responsibility for Safeguarding and promoting the welfare of children, young people and vulnerable adults to ensure compliance with Safeguarding policies and procedures.
4. Participate in and make an appropriate contribution to the College's planning and review process.
5. Take a proactive role in the maintenance of acceptable standards of learner behaviour.

6. Contribute to the development and delivery of the College's 5 Pillars within Strategic Plan and to the achievement of the objectives contained therein.
7. To make a full contribution and evidence impactful activity to drive the Equality, Diversity and Inclusion agenda.
8. Keep up to date with issues affecting the role and contribute to staff development activity.
9. To undertake any other duties considered commensurate with the level and responsibility of the role.
10. All employees will adhere to all the College ISO standards.

COMPLEMENTARY ROLE TO BE UNDERTAKEN

None



APPLICATION GUIDANCE

To ensure we have the right people, with the right skills in the right roles, a competency-based approach is integrated into our selection process at the College. Put simply, this means that for each role there is a person specification detailing specific criteria and competencies (or behaviours), which we believe are essential if the job is to be performed well.

The document overleaf entitled 'Business Intelligence: Systems & Reporting Analyst: Person Specification' provides details of the specific criteria and competencies attached to this post. In the initial application, you are asked to show how you feel you meet these requirements. It is recommended that you use the headings from the Person Specification to help you organise your information. The panel will shortlist applications in line with the Person Specification match. *If you do not meet the 'essential criteria' your application will not be considered for shortlisting.*

You must also attempt to address the **three** competencies as listed in the Person Specification overleaf. When providing examples to evidence how you meet each competency, please bear in mind the types of information that we are looking for from each example – an overview of the situation, the actions or task that **you** took and the outcome. Please note that the examples that you give **do not** have to be work-related. Other life experiences can be just as valuable in demonstrating particular competencies or behaviours.

Please visit www.boston.ac.uk to complete an online application form.

Once completed, your application should be submitted as soon as possible.

Interview date: TBC

Business Intelligence: Systems & Reporting Analyst - Person Specification

1. ESSENTIAL CRITERIA	SOURCES OF EVIDENCE		
	Application	Task	Panel Interview
Technical & Professional Qualifications:			
Level 3 Administration/IT qualification or relevant technical work experience	✓		
Level 2 in English & Maths (or equivalent)	✓	✓	
Experience:			
Substantive experience in an IT or Administrative office-based work environment	✓		✓
Substantive practical work experience with report writing using SQL (Structured Query Language)	✓	✓	✓
Experience in the use of Microsoft applications, in particular Windows Operating System and Microsoft Office (including Excel at an intermediate level)	✓		✓
Experience using large database record systems such as Tribal EBS	✓		
Skills:			
Strong written and verbal communication skills	✓	✓	✓
Manipulation of data and the ability to work with large and complex datasets		✓	✓
Ability to work both effectively as part of a team and on your own initiative			✓
Methodical approach to tasks with a high level of data accuracy		✓	
Creative and innovative approach to tasks			✓
Knowledge:			
A working knowledge of GDPR	✓		
Understanding of good administrative practice and importance of accurate records	✓		
The importance of data to the operation of a business			✓
An understanding of safeguarding and a commitment to creating a safe learning environment and demonstrate your suitability to working with children, young people and vulnerable adults.	✓		✓
An awareness of the importance of Equality & Diversity			✓
2. COMPETENCIES			
Building Customer Loyalty: Effectively meets the needs of the customers; builds productive customer relationships; takes responsibility for ensuring satisfaction and loyalty.	✓		✓
Communication: Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.		✓	✓
Contributing to Team Success: Actively participates as a member of the team to ensure the team moves toward the completion of its goals.	✓		✓
Managing Work: Effectively managing own time and resources to ensure that work is completed efficiently.	✓	✓	✓

Work Standards: Sets high standards for self and others, assumes responsibility and accountability for completion of task on behalf of team.			✓
Technical/Professional Knowledge and Skills: Having achieved a satisfactory level of technical and professional skill or knowledge in position related areas; keeping up with current developments and trends in areas of expertise.			✓
3. DESIRABLE CRITERIA			
Knowledge of working in an educational environment	✓		
Experience or knowledge of dashboards	✓		
Experience of Reporting Services/Visual Studio or equivalent	✓		
Practical experience of system development	✓		