university of the arts london

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JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Planning Support Officer (Management Information)	**Salary**:
Grade: 4	**Location:** 272 High Holborn
Accountable to: Senior Planning Officer (Management Information)	**College/Service**: University Central Planning Unit (UCPU) – Vice Chancellors Office
Terms: Pemanent	

Purpose of the Job:

To support University-wide strategic & operational planning and decision-making through the development and support of our data resources and management information reporting environment.

To support the development of reporting dashboards in the University's data visualisation tool including the creation and enhancement of dashboards and support for the data environment upon which these dashboards rely.

As required to undertake management information reporting and analysis in support of the work of the team, working across all areas of the University Central Planning Unit (UCPU)

Duties and Responsibilities

1. To work across the Planning Unit to assist with the development, documentation and support of UCPU data resources and the management information reporting. To support the Senior Planning Officer (Management Information) with:

   i. Ensuring the UCPU reporting environment is maintained and developed in line with our service needs, with a primary focus on delivering data resources and reporting solutions

   ii. Defining and developing common reporting conventions and co-ordinate the development of consistent business data definitions across the UCPU liaising with key external stakeholders as appropriate

   iii. Developing and maintaining technical documentation relating to data resources, planning tools and management information reporting

   iv. Liaising with the Academic Registry Student Records and Systems Team and IT services as appropriate to deliver this activity effectively and ensure compliance with University wide protocols and procedures

   v. Providing training and support for the UCPU team.

2. To support the development of reporting dashboards in the University's data visualisation tool (Active Dashboards). This will include working with the Senior Planning Officer (Management Information) to:

   i. Support the design and production of reporting dashboards
   ii. Assist with the design, creation, implemention a of and enhancement of reporting dashboards and related infrastructure including:

      ▪ Maintain the suite of dashboards that support the UCPU annual reporting cycle of management information and planning activities.

- Support and maintenance for the data infrastructure upon which dashboards are built
- Create SQL tables and table views to store data for dashboard reporting
- Support the launch and dissemination of dashboards
- Production of supporting documentation
- Support UCPU staff to demonstrate dashboard reporting to College and Central Services staff
- Provide basic training on the use and development of dashboards, as appropriate
- Liaison with key stakeholders to understand and inform dashboard reporting needs

  iii.   Co-ordinate supplier engagement between UAL and Dynistics

3. As required, to support the UCPU's management information and business intelligence capability through the production of management information reporting and analysis, this could include:

  i.   Providing planning support, data analyses and briefing reports in relation to the work of this role and/or the UCPU
  ii.   Initiating and undertaking ad-hoc projects linked to the work of this role and/or the UCPU
  iii.   Contributing to University wide projects

4. Contribute to the overall data quality of the student record, providing feedback and guidance as appropriate to key stakeholders on student data related issues.

5. To acquire and maintain specialist knowledge relevant to the role including the strategic and operational requirements of the University/UCPU and external agencies/statutory bodies such as HESA/HEFCE, the HE external policy environment, and apply this knowledge to inform the role

6. To attend internal meetings relevant to the role, these will include planning meetings with Colleges and Central Services, and as appropriate membership of any groups which meet to discuss recruitment and admissions issues.

7. To work with the Central Services and the University's Colleges to maintain and develop the flow of data and management information to them and ensure that they are supported by an effective central planning service.

8. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University

9. To undertake health and safety duties and responsibilities appropriate to the role

10. To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work

11. To undertake continuous personal and professional development through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities

12. To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness

13. To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships:

- UCPU Management team/Planning Analysts
- Central Services staff and College Planners
- College Planners and College Registry staff
- Academic Registry staff, particularly in the areas of MIS/student records

Specific Management Responsibilities

Budgets: n/a

Staff:

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Person Specification	
Specialist Knowledge/ Qualifications	First degree or other relevant professional qualifications and/or Qualifications in IT related discipline or equivalent

Good knowledge of SQL. Including constructing complex queries, creating views, implementing stored procedures and fuctions.

Knowledge of MS SQL Server would also be desirable

Understanding of relational databases

Good working knowledge of Microsoft Excel and Microsoft Access

Knowledge of data structures, coding conventions and documentation standards

An understanding of data visualisation techniques and the implications of how the presentation of data can impact the understanding of it

Ability to ensure consistency across datasets and an understanding of why this is important.

Knowledge of data and reporting requirements in Higher Education and/or a related or comparable field would be desirable

Knowledge of data reporting solutions and/or knowledge of reporting tools and data systems |
| Relevant Experience | Experience of writing complex queries using SQL

Experience of using or producing data visualisations

Experience of data structures, coding conventions and documentation standards

Experience of producing technical documentation for systems and reporting specifications |
| Communication Skills | Communicates effectively orally, in writing and/or using visual media. |

Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems