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| Last updated: | September 2024 |

**JOB DESCRIPTION**

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| Post title: | **Business Information & Insights Analyst** | | |
| School/Department: | Business Information & Insights Team - iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| Posts responsible to: | Team Lead Business Information and Insights | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based | | |

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| Job purpose |
| To provide specialist Business Information and Insights services, supporting iSolutions and the University to make evidence-based decisions through the collection, analysis and interpretation of business information and data. To provide actionable insights which will shape solutions to business issues and opportunities and to support continuous improvement (CI) activity across iSolutions through baselining and ongoing monitoring of process/service performance.  To maintain and continually improve operational reports to meet the needs of the customer over time.  To support in the development of new reports and business intelligence solutions in line with departmental and organisational requirements. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Deliver Business Information and Insights services to the agreed standards/KPIs/targets in order to achieve team, departmental and University objectives and provide a high value and consistent customer experience. This may include use of PowerBI, Cognos, ServiceNow and other related systems. | 40% |
|  | Proactively work and liaise with both technical and non-technical stakeholders to gather requirements and deliver business information and insights based on these requirements. Advise stakeholders on how to get the most out of their business information and insights to support decision making and deliver continuous improvement activity. | 15% |
|  | Use specialist Business Information and Insights experience to complete the analysis and interpretation of information and complex data sets, identifying issues, trends, gaps and shortfalls which may have a broad (e.g. University-wide) impact. Support the Team Lead and project teams in the design of solutions to maximise service quality, efficiency and effectiveness.  Adhere to effective and efficient data management practices and in compliance with all relevant regulations, e.g. GDPR. | 15% |
|  | Ensure a strong understanding of all available data and information sources. Apply specialist analytical skills to obtain, prepare and shape information/data into visually effective reports and meaningful dialogue, translating this information for a range of customers with different levels of seniority and technical knowledge and enabling effective and evidence-based decision making.  Work directly with colleagues and customers to ensure a clear understanding of analysis and insights and how they may best use this to support effective change.  Work with the Team lead and project teams to baseline process/service performance and monitor impact of change delivered through Continuous Improvement activity/projects. | 10% |
|  | Work closely with Quality Assurance Lead to monitor and manage data quality, ensuring overall accuracy and data quality in accordance with specified standards and escalate correctly when issues are found. | 5% |
|  | Use specialist knowledge to contribute to iSolutions and University wide projects and support in the Continuous Improvement of our services through the delivery of our Continuous Improvement and Customer Experience strategy/roadmap. | 5% |
|  | Understand and apply emerging technical and operational standards where appropriate through personal and professional development, supporting the adoption of best practise in business information and insights. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| The post holder will be expected to undertake the following duties as part of an integrated team and will be expected to adopt priorities and engage in activities that promote the effective working of the whole team.  Internal:  The post holder will work closely with:   * Technical specialists and service delivery teams within iSolutions * Academic staff at all levels across the organisation * Professional Services and Faculty colleagues across the University.   External:  The post holder will liaise with:   * Computer software and service suppliers * Other academic institutions and related organisations to participate in collaborative activities and projects to the benefit of iSolutions and the University as a whole.   It is expected that the duties will be performed in the light of the relevant activities in Higher Education generally. The post holder will be expected to be aware of the activities and initiatives being formulated globally within the relevant specialist area and will be expected to take part in such activities should they be relevant to, and of benefit to, the work being undertaken locally. |

| Special Requirements |
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| To maintain the relevant level of professional expertise and qualifications to discharge the duties of the role and to agree with the Team Manager on a relevant professional development programme.  There may be a requirement to work varying core ­­hours, and on occasion to work outside normal hours, to ensure that service commitments are met.  The role will require travelling between campuses as appropriate  To have an understanding of how equality, diversity and inclusion applies to the responsibilities of the role and to actively promote equality and diversity in all aspects of the role |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification (Business Information Systems, Information Management, Computer Science, Mathematics, Statistics).  Experience of developing and managing enterprise scale Business Intelligence and reporting services.  Significant experience in number of reporting/BI systems and tools, including PowerBI, SSRS, Qlikview, Oracle Discoverer, IBM Cognos and ServiceNow.  Excellent understanding of database design and data architecture, data mining and analytics using tools from pure SQL up to integrated development environments  Experience of delivering or supporting secure services which handle personal information and awareness of the current attack surface of internet facing applications and the defences required  Experience of successfully delivering continual change using appropriate methodologies.  Proven track record of adapting to and learning new technologies, platforms, approaches and ways of working.  Proven experience of planning and progressing work activities within broad professional guidelines and/or broad organisational policy.  Understanding of how the specialist/professional services provided by the post-holder support the objectives of the University.  Able to apply an awareness of principles and trends within the professional field and an awareness of how this affects activities in the University. | Higher Education sector experience.  Experience working and delivering within and agile environment.  Prince 2 Foundation & Practitioner  ITIL Foundation & Practitioner  Lean Six Sigma Green Belt  Experience using Minitab  Experience of DevOps practices and culture.  Experience of delivering automation changes.  Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | Application & interview |
| Expected  Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  AND  As a Line Manager role model the Southampton Behaviours and work with the management team to embed them as a way of working within the \*faculty/directorate/school/department.  OR  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |  |
| Planning and organising | Able to proactively plan and manage own work to meet challenging deadlines.  Able to work with customers to understand and define requirements in order to deliver effective services.  Able to prioritise tasks and customer requirements in line with the wider team and department.  Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy. | Experience of successful project and change management. | Application & interview |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.  Able to identify a business need or opportunity for enhancing the business or customer experience through provision of reporting and information.  Strong analytical and problem-solving skills.  Ability to take effective and creative approaches to problem solving.  Strong fault diagnosis and troubleshooting skills with logical and pragmatic thought processes.  Able to identify problem areas and follow problems through to resolution. | Significant experience of working in a 2nd or 3rd line support environment. | Application & interview |
| Management and teamwork | Able to proactively work with colleagues in other work areas to achieve outcomes. |  | Application & interview |
| Communicating and influencing | Able to provide accurate and timely specialist guidance on complex issues.  Ability to provide clear and concise documentation of all outputs and to review and improve existing documentation.  Effective presentation skills in order to convey technical concepts to both peers and line management.  Able to understand the requirements of and explain technical principles to a non-technical audience.  Able to use influencing and negotiating skills to develop understanding, gain co-operation and persuade others to embrace change. | Involvement in relevant technical communities, such as through technical blogging, attendance at workshops, or contributing to open projects. | Application & interview |
| Other skills and behaviours | Accurate, thorough, analytical approach and attention to detail.  Confidence to challenge existing working practices and offer ideas. Methodical, calm and clear thinking under pressure.  Able to work in a rapidly changing environment |  | Application & interview |
| Special requirements | May be required to work outside of normal office hours to meet the operational needs of the service. |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (e.g.: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |