

Business Systems/Data Analyst

Job Description

Location	Oxford Based- Hybrid location (mainly home-based with office attendance as required)
Salary	£45,000-£50,000
Hours	Full time (37.5) (Part-time or Flexible Working will be considered)
Contract type	Permanent
Reporting to	Head of Operations and Special Projects

Introduction

UCISA was founded in 1992 and is a registered charity. We are a not-for-profit member led organisation for digital practitioners within education. Via knowledge exchange and sharing, we support continuous improvement of expertise among the UK university and college community underpinning teaching, learning and research transformation through better use of digital technology and information systems.

Overview of the role

UCISA supports institutional and corporate members to improve their expertise through better use of digital technologies and information systems.

UCISA collects and holds a variety of data about our members and uses a variety of business systems to inform and develop our services. We wish to better underpin our membership offers through effective interrogation and analysis of and reporting on our data and utilisation of our business systems.

The Business Intelligence Analyst is a new role within UCISA with the specific aim of improving how we collect and utilise data and systems to better serve our members. A key element of this role is supporting both UCISA and its wider membership through the effective use of technology and data.

This is an exciting opportunity for a highly organised, self-motivated, proactive individual who can manage relationships with a wide range of stakeholders and use their broader skill set to access, interrogate, interpret and report data and to provide insight and identify improvements.

The post-holder will have a proven track record of delivering practical results, problem solving and be able to work under pressure. Possessing strong organisational skills, you will also be able prioritise workloads and work to tight deadlines.

As the lead for UCISA's business systems and data, you will collaborate with our technology partners to support and enhance our systems. Your expertise will help us unlock the full potential of the data we collect, enabling the business to make informed decisions and plan for future developments. You will also oversee the deployment and effective use of Microsoft Teams for UCISA's community groups, ensuring it meets their collaboration needs.

Responsibilities/duties

Working closely with the **Head of Operations and Special Projects**, the post holder's key responsibilities will include:

KEY RESPONSIBILITIES

- Lead and maintain UCISA's business systems in partnership with external providers.
- Use data science techniques to extract insights and add value to business operations.
- Oversee the product roadmap and ensure maximum benefit from system functionalities.
- Oversee the deployment and effective use of Microsoft Teams to support UCISA's community groups.
- Analyse and model structured and unstructured datasets to provide key business intelligence.
- Assist in the creation of data visualizations to present findings clearly to stakeholders.
- Support system upgrades and changes in alignment with the change control process.
- Provide ongoing support to the wider UCISA membership by ensuring systems and technologies meet their evolving needs.

SPECIFIC RESPONSIBILITIES & DUTIES

Data capture, collection and cleaning

- Understand organisational reporting requirements and propose configuration solutions that meet these;
- Gather data from UCISA systems, databases, website, Aptify system and Member portal, ensuring its accuracy, completeness, and consistency;
- Clean and preprocess data to remove errors, duplicates, or irrelevant information, making it ready for analysis;
- Support service development and income generation by ensuring data capture and flows are built into service specifications to enable effective analysis and reporting of activity;
- Work closely with the Head of Operations and Special Projects on our Business Systems review;
- Comply with all information governance requirements, including GDPR;
- Proactively work with Management Team members to ensure that information provision is tailored to their priorities and supports their decision-making requirements;

Data Quality, Analysis and Interpretation

- Extract and collate information from a variety of internal and external sources;
- Use statistical techniques and data analysis tools to examine large and complex datasets to identify patterns, trends, correlations, and outliers;
- Apply mathematical models and algorithms to interpret data and derive meaningful insights;
- Act as gatekeeper for UCISA data, managing data integrity and ensuring data is accurate before utilised for analysis and reporting;
- Research in relation to analysis of existing data or formulating proposals for system changes to better meet service needs.
- Conduct Data Quality Audits as necessary;
- Work with Management Team members to develop appropriate reports and audits of system usage, and data quality;
- Create accessible, meaningful and understandable information for a broad spectrum of stakeholders and audiences;
- Consult and work with external ICT technicians and the Head of Operations and Special Projects in the implementation and maintenance of software, testing upgrades, version control and compatibility with associated hardware and software, for the systems

Data Visualisation

- Utilise visualisation tools like Tableau or Power BI to communicate insights effectively to stakeholders;
- Create visualisations, such as charts, graphs, and dashboards, to present complex data in an understandable format to a variety of audiences and stakeholders;

Statistical Analysis

- Conduct statistical analysis (e.g. hypothesis testing, regression analysis and clustering) to draw conclusions from data to inform membership service development, understand variables, challenge or validate assumptions;

Data Mining & Machine Learning

- Utilise data mining skills to discover hidden patterns or trends within large datasets;
- Work on machine learning projects, developing algorithms for predictive analysis and pattern recognition;

Database Management

- Query and extract data using SQL (Structured Query Language);
- Manage UCISA's database{s}, ensuring data integrity, and collaborate with UCISA's Administrator to optimise data retrieval processes;

Internal/Organisational

- To work towards and in line with UCISA's strategic objectives: Passion, Collaboration, Inclusivity and Trustworthiness
- To take advantage of continuous professional development opportunities
- Participate in a regular Staff Development Review
- To participate in UCISA team meetings, away days and team development events
- Ensure the implementation and compliance of UCISA's Health and Safety Policy and supporting procedures in their day-to-day operations.
- Take reasonable care for the health and safety of themselves and of other persons who could be affected by their acts or omissions
- The post holder may be called upon to carry out any other reasonable duties as required of UCISA

Personal Specification

Essential	Desirable
Educated to degree level in a relevant field (e.g., Computer Science, Data Analytics, Information Technology) or equivalent experience	Experience in a similar Higher/Further education sector role
Proven experience in a Business Systems/Data Analyst role or similar Substantial experience of effectively managing, analysing and reporting on data in a digital environment	Experience of CRM or events management systems
Track record of working with complex datasets and delivering insights to improve business processes, including managing a product roadmap and overseeing system functionalities	Familiarity with advanced data capture and processing methodologies

Experience supporting and advising community groups or members in the use of technology	
Advanced Excel skills (e.g., sorting, filtering, pivoting, combining datasets)	
Highly competent in data analysis, modelling and using statistical techniques, including structured & unstructured data	Knowledge of statistical techniques and their applications in business contexts
Highly skilled at managing data quality control, validation and linkage and a good understanding of data protection	
A thorough knowledge of and experience of utilising data analysis tools, including advanced skills in Excel and relational database (such as Oracle)	A good understanding of other relational databases (such as MS Access)
Skilled in creating and interpreting data visualizations to inform decision-making	
Excellent knowledge and application of data modelling, cleaning and enrichment techniques	Certified database Administrator Associate holder (such as Microsoft, Oracle)
Experience of building effective relations with teams and contractors at all levels	Experience supporting and advising community groups or members in the use of technology
Highly effective communicator, able to create and present reports, findings and insights in a variety of formats for diverse audiences and stakeholders, including non-technical stakeholders	Experience with data visualization and reporting tools (e.g., Power BI, Tableau)
Experience using collaboration tools, including Microsoft Teams/Office 365, Dynamics, Sharepoint, and supporting their deployment	
Excellent interpersonal and influencing skills to liaise with IT professionals, external providers, and all stakeholders	
Proven ability to collaborate with third-party suppliers to manage long-term partnerships	
Excellent organisational skills and the ability to work effectively under pressure	
Highly responsive, excellence service focused and very able to 'think on your feet'	
Experience of creating and presenting high level documents, briefings and presentations	
Has effective problem solving skills, particularly in identifying system features and improvements and strong eye for detail	