

Student Systems Reporting Analyst

Faculty / Department:	Delivery Services, Directorate of Student and Academic Services (DSaAS)	Grade:	SO2: £37,332- £40,581
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Student Systems Manager	Responsible for:	N/A

Job Purpose

The Directorate of Student and Academic Services (DSaAS) leads on the development and provision of outstanding student facing services. The Directorate is responsible for ensuring that students have an excellent experience and provides services across the student and academic lifecycle from enrolment to graduation, covering everything from wellbeing services to ensuring new courses are set up correctly. The Directorate is at the centre of a transformation programme as we seek to make services which underpin our student experience more efficient and effective. Over the next year, we will reconfigure the ways we work, reducing silos, making better use of systems and improving compliance with regulations, policies and processes.

The postholder will take a lead role in providing a high quality, responsive reporting provision for live student data, ensuring that it evolves and improves to meet the changing requirements of internal and external customers.

Main Activities and Responsibilities

1. Lead on development projects to develop the reporting provision for live student data.
2. As part of a team, contribute to the implementation of the development and enhancement plan pertaining to reporting requirements across the University, ensuring projects are delivered to a high quality and on time.
3. Working with other teams in the Directorate, across Faculties and where appropriate other professional services groups, liaise with customer groups to establish new and ongoing data reporting requirements and design and publish reports to a high quality and consistent standard and design that aligns with the strategic and performance aims of the University.
4. Ensure that a standard set of population definitions are developed and maintained to provide a consistency in reporting of student data across all corporate information systems.
5. Review and suggest improvements to business processes through developments and enhancements to student systems and work to implement these effectively.
6. Provide expert technical support to users, investigating and resolving technical problems.
7. Contribute to a regular schedule of system maintenance, upgrades and testing.
8. Write and maintain system documentation and contribute to writing and maintaining training materials.
9. Maintain report help notes for new and existing reports.
10. Identify reporting needs throughout the duration of the student lifecycle.
11. Deliver a high-quality level of user support, including resolving enquiries through the online helpdesk.
12. Present completed projects to appropriate working group and provide critical analysis to others prior to deployment of reports for use across the University.
13. Take an active role in Peer Review sessions presenting own work, accepting comments made and providing constructive comments to others from within the team.
14. Work collaboratively with stakeholders to provide expert knowledge on optimal solutions though reporting.
15. Follow report development process during all report projects.
16. Assist with priority one report developments as requested by Student Systems Reporting Manager.
17. Ad hoc report monitoring to monitor overall report performance.
18. Deputise for Student Systems Manager when required.
19. Highlight incorrect data/data errors and discuss with relevant team or flag with Student Systems Manager.

Person Specification	
Essential Criteria	Application Form / Support Statement / Interview
1. Educated to first degree level or able to demonstrate a combination of professional qualifications, skills and experience at an equivalent level.	Application Form / Support Statement
2. Extensive experience in the use of a corporate student record system and the configuration of its records and data structures, in particular SITS:Vision.	Application Form / Support Statement / Interview
3. Experience in designing and writing reports using Microsoft Reporting Services, with an understanding of both SQL and Oracle databases at an advanced level.	Application Form / Support Statement / Interview
4. Experience of web technologies in particular with regard to the provision and delivery of information.	Application Form / Support Statement / Interview
5. Experience in a similar role ideally in higher education.	Application Form / Support Statement
6. A high level of numeracy and literacy.	Application Form / Support Statement
7. Excellent written and oral communication skills including the ability to adapt to different audiences and write reports to high standards.	Application Form / Support Statement / Interview
8. Excellent organisational skills with the ability to prioritise effectively and resolve operational problems often at minimal notice.	Interview
9. Experience of working to agile principles and sprint development work.	Application Form / Support Statement / Interview
10. Comfortable meeting and interacting with staff from various levels.	Interview
11. Knowledge and understanding of current issues in Higher Education.	Interview
12. A commitment to a client-centred approach to service delivery.	Interview

13. A systematic, disciplined and analytical approach to problem-solving.	Interview
14. Ability to discuss technical details with both non-technical and highly skilled individuals.	Interview
15. Positive critical approach and appreciation of others work.	Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.