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**Job Description – Systems and Business Intelligence Developer (SBID)**

**JOB TITLE**

Systems and Business Intelligence Developer

**ACCOUNTABLE TO:** Data Services Manager

**ABOUT THE COLLEGE**

Lakes College is a technical vocational Further Education College delivering education and training to full-time and part-time learners and apprentices to degree level. We have a vibrant campus in West Cumbria with state-of-the-art vocational workshops and resources, including the National College for Nuclear Northern Hub.

Our mission and purpose are to:

‘*Enable people to recognise and develop their potential’*.

We are a people business, and our mission applies as equally to our staff team as to our learners and employers’. We are a Good college and have ambition to be Outstanding by together developing our culture, standards and expectations. We encourage innovation, collaboration and reflection to lead to new ideas and methods. We gather, evaluate and use data to drive operational improvement.

**ABOUT THE ROLE**

* To contribute to the provision of excellent business intelligence reports and visualisations across the College, which will inform operational planning and gauge progress towards targets and KPIs. You will be expected to develop bespoke reporting solutions and work with the Data Services Team to provide accurate, clear and easy-to understand management information for a range of internal and external stakeholders.
* To transform data into meaningful and actionable business intelligence through the development and implementation of data systems, and key performance reporting capabilities.
* Managing all aspects of the college’s Data Services systems and data infrastructure, you will design, maintain, and review interfaces and reporting tools suitable for all stakeholders across the College, including senior management, to support the delivery of world class education and meet college’s strategic priorities.
* To review, develop and implement systems and processes to support learners, staff, and other stakeholders as part of the Data Services Team as a Reports Developer.
* The post holder will ultimately be responsible for the development and maintenance of the SQL Databases, Business Intelligence (BI) and all other integrated systems and importantly to minimise duplication of effort and to continually improve the quality of data collection and dissemination, using technology to remove inefficiencies, so as to ensure that information is provided to College stakeholders in readily accessible format.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

* To take the lead in managing, developing, configuring, maintaining, and supporting the main colleges student management system/interfaces/workflows – EBS and all associated systems such as EBS Shape, EBS: OnTrack, Canvas, Century, Cognassist etc. The postholder will liaise with software providers regarding updates, structural and functionalities changes.
* To take the lead in developing and maintaining an internal reporting service, including the creation of the College ‘data dashboard’, presenting highly accurate data to meet the user’s needs.
* To develop an SQL and reporting tools to extract and present data from all systems for a range of stakeholders including the Governing Body, Executive Team, Senior Leadership Team, Quality Team, Curriculum and Business Support leaders, Support Teams and other stakeholders according to business need.
* To enhance and streamline existing information systems and management reports to meet the college’s key business information requirements and Data Strategy.
* Develop, design and test new reports and applications, in conjunction with other internal teams and external vendors, in order to meet the business needs of the college.
* Work innovatively keeping abreast of latest technologies relevant to the role as well as to cultivate long-term strategic goals for college reports in conjunction with end users, managers, and other stakeholders.
* To improve and maintain the data flow, interoperability, and efficiencies of data integration across various systems within the college and identify opportunities to develop integration between college systems with other college systems including HR and Finance to produce College-wide metrics wherever required.
* To use SQL, SSRS and Power BI to maintain and develop bespoke reporting solutions as part of the report suite, drawing data from a range of information systems. This would include the creation of reports and dashboards and extraction of data to inform organisational planning and progress towards meeting key performance indicators and targets which will include enrolments, funding, attendance, college performance reports (QARs), curriculum planning, and progression and outcomes etc.
* To contribute to regular reviews of operating procedures, including advice on best methods for improving the running of standard and other reports by effective query plans and to ensure reports are accessible to all college staff and ensure control procedures are in place for the production and amendment of standard reports.
* The postholder to investigate and analyse new technologies and make recommendations regarding the benefits to the college, in terms of efficiency and customer satisfaction.
* To contribute and take part in regular reviews of the accuracy, efficiency, and credibility of all student data, correcting and amending as appropriate. In partnership with the Data Services Manager, to review monthly the outputs from the ILR data returns and take documented action in response to correcting errors with data scripts using T-SQL queries.
* The postholder will contribute to the development of College Information Systems and reports to introduce new technology and improve efficiency across the organisation. Added to this, the postholder will produce ad hoc reports, as determined by the Quality Manager, the Data Services Manager, and the Senior Leadership Team, for monitoring of key performance indicators.
* To ensure that documentation is maintained on the College’s network documenting all reports, local modifications, reporting methodologies and in-house developments including testing upgrades and enhancements and liaising with 3rd party vendors as necessary on college’s systems.
* To undertake all duties confidentially and always in accordance with the Data Protection Regulations. To ensure College systems are secured at all times, the postholder will collaborate with the IT Manager to review data security and breaches and offer solutions to protect Learner and College data. Also, the postholder will ensure all systems comply with audit regulations, Data Protection, Risk Analysis, and other regulations specific to each system.
* To undertake any other duties as directed by line manager.

**GENERIC COLLEGE ACCOUNTABILITIES**

* To operate within the college’s safeguarding children and vulnerable adult’s policy to promote and safeguard the welfare of college’s learners who are under the age of 18, and of vulnerable adults to meet the college’s moral and legal responsibilities.
* To work as a member of the team, both within the section and as part of the service as a whole, to promote a team culture and environment and contribute towards the team development and assist others as necessary during periods of peak demand.
* To contribute to the quality system of the section to ensure the delivery of a high-quality service.
* To participate in the college’s performance management scheme, in order to ensure personal development needs are identified to allow maximisation of a high level of performance.
* To operate and monitor college Health and Safety Policy, in order to ensure a safe and healthy learning and working environment.
* To proactively create, communicate, implement and support the college’s Sustainability Development Strategy to ensure college targets are achieved.
* To operate and support college’s Equal Opportunities Policy, in order to ensure adherence throughout the college.
* To contribute to the smooth running of the college by undertaking other administrative duties as required to support the management of the college.
* To participate in the promotional and marketing activities of the college and ensure a professional and favourable image is portrayed at all times to enhance the college’s reputation and assist in ensuring its future success.

Note: This Job Description is an outline of the Principal Accountabilities for the post but is not part of the Contract of Employment.

**HOW TO APPLY**

For full information about this role or to apply visit [www.lcwc.ac.uk/job](http://www.lcwc.ac.uk/job)

**Person Specification – Data Analyst**

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|  | **Essential** | **Desirable** | **Assessment Method** |
| Qualifications |  |  |  |
| 5 GCSEs or equivalent including Maths & English | **✓** |  | AF / CERT |
| Computing related degree, or equivalent experience | **✓** |  | AF / CERT |
| Appropriate experience of SQL, stored procedure creation and maintenance, using SQL Server Management Studio (SSMS) and Reporting Services (SSRS) | **✓** |  | AF / CERT |
| Knowledge/ Proven experience working with complex relational databases | **✓** |  | AF / CERT |
| Proficient in the use of Microsoft Office products | **✓** |  | AF / CERT |
| Demonstratable knowledge of Reporting Services and SQL Server (2012 edition and later) | **✓** |  | AF / CERT |
| Experience |  |  |  |
| Experience of data and/or reporting systems. Working with statistics. Experience of report writing | **✓** |  | AF / IV / AT |
| Knowledge of EBS Student Records Database and associated Data Service Software |  | **✓** | AF / IV / AT |
| Understanding of the external reporting requirements of Colleges (ILR, HEIFES etc.) |  | **✓** | AF / IV / AT |
| Has experience of using data systems and producing reports in an educational context |  | **✓** | AF / IV / AT |
| Teamwork & Personal Credibility |  |  |  |
| Has the ability to encourage team members to contribute and take responsibility. | **✓** |  | AF / IV / AT |
| Work collaboratively and for the good of all | **✓** |  | AF / AT / IV |
| Welcome suggestions for improving standards and offer suggest improvements | **✓** |  | AF / AT / IV |
| Act as a team player | **✓** |  | AF / AT / IV |
| Accept responsibility for personal activities within agreed parameters | **✓** |  | AF / AT / IV |
| Display a high standard of personal integrity | **✓** |  | AF / AT / IV |
| Demonstrate a good understanding of and positive commitment to organisational objectives | **✓** |  | AF / AT / IV |
| Communication |  |  |  |
| Able to present information in an appropriate style of communication to suit circumstances and recipient. | **✓** |  | AF / AT / IV |
| Has the ability to communicate confidently | **✓** |  | AT/ IV |
| Has experience of communicating in an educational context | **✓** |  | AT/ IV |
| Analytical & Decision Making Skills |  |  |  |
| Able to inspect and analyse information in a logical and objective way. | **✓** |  | AT / IV |
| Able to identify data related problems and take appropriate action to resolve these to include at source. | **✓** |  | AT / IV |
| Has the ability to identify and utilise the most appropriate software and system resources for a particular task. | **✓** |  | AT / IV |
| Is able to understand educational data and analysis within an educational context. |  | **✓** | AT / IV |
| Internal Customer Orientation |  |  |  |
| Demonstrates meeting expectations of internal customers, including students | **✓** |  | AT / IV |
| Develops relationships with internal customers and gains their respect | **✓** |  | IV |
| Treats internal customers fairly and in a non-discriminatory manner | **✓** |  | IV |
| Personal Effectiveness & Initiative Taking |  |  |  |
| Demonstrates ability to work under pressure, prioritise and commit to strict deadlines whilst maintaining the quality of output | **✓** |  | AT / IV |
| Ability to prioritise own work, multi-task and shift priorities | **✓** |  | AT / IV |
| Proactive in taking action to achieve goals | **✓** |  | AT / IV |

***\*Assessment method:***

AF = Assessed via application form

IV = Assessed via interview

AT = Assessed via test/work-related task

Cert = Certificate checked at interview

The job description sets out the main duties of the postholder at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

All staff are expected to be professional, co-operative, and flexible within the needs of the post, their team, and the College and to comply with the College employment policies and procedures but in particular the Code of Conduct, DBS, Health & Safety and Data Protection Policy, which can be located on the College system or via the HR Office.

Please sign as confirmation of your understanding and acceptance of the role. You should retain one copy for your records and return one copy to the HR Department.

Sign:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_