

Job Description

Job Title:	Data and Systems Analyst
Group:	IT
Reports to:	Data, MI Systems and CRM Manager
Usual office base:	National role
Grade:	Careers Grade 3

Job Purpose:

To provide system support, analysis and reporting on a range of CRM solutions through accurate Management Information, testing capabilities and stakeholder support, relating to Education Development Trust contracts.

Job Objectives:

1. Supporting and creating central data resources for reporting purposes and developing central Management Information reports and outputs as required by contract specifications and operational teams; audiences include BI Team, SLT, SMG, Operational staff Business Development and external stakeholders.
2. A good understanding of PowerBI/Tableau and SQL to support the interpretation of MI Guidelines in relation to operational processes and liaise with staff and Managers to develop MI reports, dashboards and self-service reporting using Agile methodologies
3. Responsible for working alongside the Software Development team to interpret end user requirements; documenting and keeping tickets updated in Jira; ensuring release notes are accurate/disseminated and understood by users; by use of various modes including recordings/PowerPoint/Training sessions.

4. Develop new reports and processes dependent on contract needs and provide your expert suggestion across the organisation to prepare regular qualitative and quantitative management information summaries and reports; empowering end-users to be data smart in identifying trends to inform decision making.
5. Ensuring that current and new reports are fit for purpose, are data efficient and avoid monotony and system strain. Overall system performance and user experience should be considered in all reporting circumstances.
6. Support system testing and ensure testing documentation is accurate and up to date; to support sprint releases that incorporate system updates, changes, roll-out of new solutions and bugs to the CRM system. This includes testing of back-end function as well as testing of the UI and UX.
7. A commitment to utilising new technical solutions that can support contracts, CRMs and your role in being more efficient; PowerBI enhancements and adapting reports with new features, solutions that support BAU activities to be more effective such as SAAS that can support the team and can be recommended operationally.
8. Strong understanding and supporting Data security requirements and procedures as set out by company policy. Responsibility and support to colleagues must also be given when considering contract requirements for GDPR and cyber security.
9. Be responsible for adhering to both local and Corporate Safeguarding policies and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevention training

Scope:

The successful candidate must be prepared to travel, based on business needs.

This job description needs to be considered in the context of a developing and evolving business and therefore the duties described above will need to be adapted to meet the needs of each project.

Person Specification:

Knowledge

Essential:

- » An ICT qualification at Level 3 (or equivalent) or with relevant data/Management Information experience
- » Advanced knowledge of Microsoft packages including, Excel (V Look Ups, Pivot Table and Macros)
- » A good knowledge of PowerBI
- » Ability to use agile processes such as DevOps/GitHub/Jira
- » A good ability to write, modify and run SQL reports
- » Writing and running manual testing scripts for system updates (sprint cycle)
- » Understanding of and commitment to data security and safeguarding policies

Desirable:

- » Familiarity with other NoSql applications
- » CSS and the ability to shape the UX for CRM Portals

Experience

Essential:

- » Will have worked in a data management/data handling environment
- » Excellent organisational skills and attention to detail with the ability to manage multiple tasks simultaneously
- » Ability to use technology to manage their day to day activities and ensure requirements are captured (DevOps)

Desirable:

- » An understanding of Careers IAG sector and/or Education sector
- » Worked with large data sets through data warehousing or data lakes

Skills

Essential:

- » Excellent interpersonal and communications skills, verbal, written and oral

- » Be able to accurately extract and interpret data into meaningful reports for MI and stakeholders
- » Strong PowerBI skills for visualisation of SQL based reports
- » Be able to identify problems/issues and suggest or recommend solutions
- » The ability to build, manage and develop relationships with internal and external stakeholders
- » High degree of accuracy is required and the ability to solve data issues accurately to avoid downtime
- » Ability to make presentations and deliver training on computer systems, taking into account varying levels of knowledge and ability

Desirable:

- » Knowledge and application of PowerApps and PowerAutomate
- » Data analysis tools: Python/R/Tableau

Key competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence – creating and leading success	Delivering the vision	Responding to change
Integrity – supporting and building trust	Following through responsibilities	Valuing views and needs of others
Accountability – delivering and improving	Delivering value for money	Continually improving
Collaboration – engaging and partnering	Sharing knowledge with others	Engaging others to achieve goals

Job Family:

IT

Education Development Trust is committed to safeguarding and promoting the welfare of children and adults whom we work with and come into contact with around the world. All applicants are subject to thorough screening and successful candidates are subject to the relevant level of criminal record checks with national police authorities or the UK's Disclosure and Barring Service (DBS). This will be at minimum a basic DBS check.

Education Development Trust also participates in the Inter Agency Misconduct Disclosure Scheme and we may request information from relevant job applicants' previous employers about any findings of sexual misconduct, including harassment, during employment, or incidents under investigation when the applicant left employment. By submitting an application, the job applicant confirms their understanding of these recruitment procedures.