

## JOB DESCRIPTION

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| <b>Job Title:</b> Business Intelligence & Information Systems Analyst                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Grading:</b> SCP 18-21 |
| <b>Section:</b> Registry and Academic Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Reference:</b>         |
| <b>Job Objectives:</b> <ol style="list-style-type: none"> <li>1. To administer, develop and maintain the College's Management Information Systems (MIS), ensuring the integrity, security and accuracy of student and organisational data.</li> <li>2. To ensure accurate, timely and compliant statutory data returns to funding bodies, awarding organisations and external agencies.</li> <li>3. To develop, manage and continuously improve organisational reporting, dashboards, business intelligence and analytical reporting, providing accurate and timely management information to support organisational and strategic decision making.</li> <li>4. To monitor and improve data quality, governance and reporting processes, developing and automating reports to enhance operational efficiency, compliance and performance.</li> <li>5. To ensure the delivery of a high-quality MIS service, maintaining high standards of customer service, technical support and continuous improvement.</li> <li>6. To undertake such other reasonable duties as may be delegated from time to time by the line manager, including minor projects.</li> </ol> |                           |
| <b>Reporting to:</b> Service Manager (MIS & ITU)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                           |
| <b>Reporting to the position:</b> None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                           |
| <b>Interface with:</b> College and UHI staff, students and clients; prospective staff, students and clients; staff, students and clients of external agencies; external agencies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                           |
| <b>Approved by:</b> Head of Registry and Academic Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Date:</b> 16/07/2026   |
| <b>Signature of Post Holder:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Date:</b>              |

## Duties and Responsibilities:

1. To administer, develop and maintain the College's Management Information Systems (MIS), ensuring the integrity, security and accuracy of student and organisational data.

- Administer and maintain SITS, CELCAT, Reporting Instance and associated MIS applications, including Sharepoint.
- Maintain data integrity across information systems.
- Develop and maintain data integrations between systems.
- Administer user access, security profiles and system configuration.
- Develop and maintain operational procedures and user documentation.
- Ensure compliance with GDPR, data protection legislation and information governance requirements.
- Liaise with software suppliers and UHI partners regarding system developments and technical issues.
- Support implementation of new systems, upgrades and software enhancements.
- Develop and maintain procedures that improve data quality and consistency.
- Maintain specialist knowledge of College Systems, funding methodologies and awarding body requirements.

2. To ensure accurate, timely and compliant statutory data returns to funding bodies, awarding organisations and external agencies.

- Ensure data collection processes are fit for purpose and meet the specifications of the data returns.
- Analyse data across systems to verify accuracy.
- Manipulate data to create derived data as required by data returns.
- Production of returns to a given specification, ensuring all fields are returned.
- Reviewing error reports to identify changes needed before resubmissions.
- Analyse data returned to external agencies to assess the impact on Performance Indicators.
- To be a subject matter expert in conversations regarding external returns and data requirements.

3. To develop, manage and continuously improve organisational reporting, dashboards, business intelligence and analytical reporting, providing accurate and timely management information to support organisational and strategic decision making.

- Develop, maintain and continuously improve management reports, dashboards and business intelligence solutions to support operational and strategic decision making.
- Produce regular statistical and performance reports.
- Provide accurate, timely and meaningful management information that supports planning, performance monitoring and organisational improvement.
- Design bespoke reporting solutions using Business Intelligence tools.
- Analyse trends relating to applications, enrolments, attendance, attainment, withdrawals and student outcomes.
- Undertake business intelligence and performance analysis, identifying trends, risks and opportunities to inform strategic and operational decisions.
- Provide data analysis and specialist advice to senior managers.
- Present complex information clearly and accurately to support informed decision making.

4. To monitor and improve data quality, governance and reporting processes, developing and automating reports to enhance operational efficiency, compliance and performance.

- Review existing systems and business processes.
- Recommend improvements to reporting and data management.
- Develop automated reports and workflows where appropriate.
- Support continuous improvement initiatives across Registry and Academic Operations.
- Contribute to the implementation of new technologies and reporting solutions.
- Develop procedures that improve operational efficiency and regulatory compliance.

5. To ensure the delivery of a high-quality MIS service, maintaining high standards of customer service, technical support and continuous improvement.

- Deliver a responsive, customer focused MIS service.
- Provide specialist advice and guidance to managers and staff.
- Deliver training and guidance on MIS systems and reporting processes.
- Support colleagues in the effective use of college information systems.
- Represent the College on UHI and sector-wide working groups.
- Promote collaborative working with internal and external stakeholders.
- Maintain professional knowledge through continuous development.

6. To undertake such other reasonable duties as may be delegated from time to time by the line manager including minor projects.