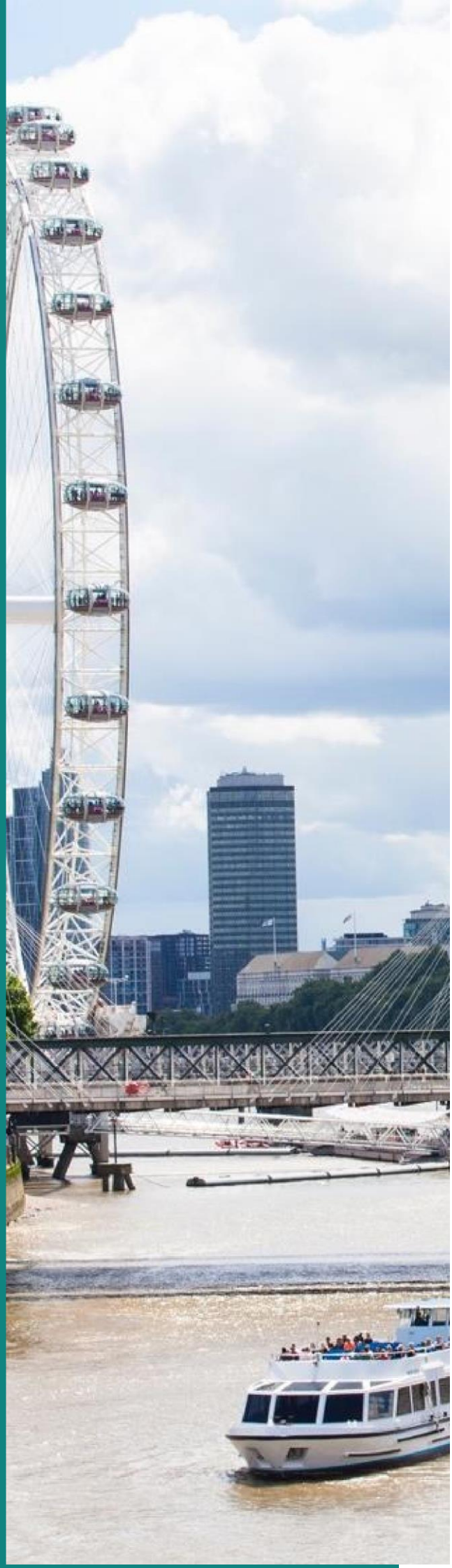


# CANDIDATE PACK

## Business Intelligence Developer

Strategy Planning & Performance

UNIVERSITY OF  
WESTMINSTER 



# OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust – compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employabilitylinked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



# OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

## WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

## INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

## SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



# OUR OBJECTIVES

## 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

### EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

### RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

### EMPLOYABILITY

We will ensure that all our students benefit from employability learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

## GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



# OUR STRUCTURE

## ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research.

The University comprises three Colleges:

### Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

### Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

### Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

## PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



# JOB DESCRIPTION

**Job Title: Business Intelligence Developer**

**Reports to: Business Intelligence and Marketing Insight Manager**

**Department: Strategy Planning & Performance**

**Grade: NG5**

## ROLE PURPOSE

To develop business intelligence to support decision-making and integrated planning University-wide. The post holder will be expected to work on a wide variety of projects providing management information and support the development of the Data Warehouse, supporting new datasets and dashboards as required and as aligned to business needs.

## PRINCIPAL ACCOUNTABILITIES

1. To work closely with colleagues in the Business Intelligence team and wider Strategy, Performance & Planning directorate to develop management information which addresses the needs of the University by contributing to the compilation, analysis, visualisation and reporting of a wide range of data
2. To support the Senior Solutions Analyst's ownership of the University's Data Warehouse in its development and upkeep, to ensure that data meeting the strategic and operational needs of the organization are readily available in a secure and accessible format.
3. To work closely with appropriate colleagues to develop management information dashboards covering all elements of the student journey using the University's business intelligence (BI) system (currently Qlikview) and other relevant systems and tools.
4. To develop and maintain an up-to-date knowledge of appropriate systems and technologies and participate in specialist and sector interest groups and forums to identify potential opportunities alongside the Senior Solutions Analyst for technology-lead business improvements in the University.
5. To help drive innovative thinking and approaches to what the University can do with existing and potential data sets; exploring data already in the Data Warehouse and helping to identify that which might be added to drive further intelligence and insight.
6. To be proactive in developing innovative new ways of looking at data to help colleagues visualise and use evidence in their decision making.
7. To develop the connections between our Business Intelligence tools, the data held within the Data Warehouse and the source of that data by working closely with both the Senior Solutions Analyst and the Senior Business Intelligence Analyst.
8. To document and map content in the data warehouse to ensure an accurate record and understanding of the depth and breadth of data to better enable strategic and digital objectives. To translate business needs into technical specifications and work with the BI team to develop data into insight and knowledge.



9. To ensure 'business as usual' delivery of data and information to support reporting and information delivery as per agreed user and business service level agreements

10. Work with colleagues to develop new tools to measure and report on engagement with the Business Intelligence tools as part of the digital environment objectives of the University strategy, and aid the investigation, diagnosis and resolution of reporting and database issues.

11. To work with colleagues University wide on the connection to, input from and integration of data from systems that SPP do not currently have access to or utilise as fully as appropriate.

12. Undertake such tasks as appropriate within the post holders' competence as required from time to time by the Line Manager.

## CONTEXT

The University of Westminster has more than 20,000 students from 170 different nations across three Colleges spanning a wide range of disciplines. The consolidated turnover of the University and its subsidiary companies was approximately £211 million for the year ended 31 July 2020.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders. We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

The Strategy, Planning and Performance Department produces integrated and forward-looking intelligence to support the University in the achievement of its core mission. The Department comprises four teams: Governance, Compliance and Risk; KPI Enhancement; Strategic Planning; and Business Intelligence.

The Department provides stakeholders with timely, accurate and relevant management information for driving efficiencies and effectiveness; it runs the annual strategic planning round with Colleges and Professional Service Departments; and it is responsible for the effective governance of the University.

The University requires all post holders to have an understanding of individual Health and Safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others. The Business Intelligence Developer reports directly to the Business Intelligence and Market Insight Manager and will be responsible for the supporting the development and analysis of management information.

## DIMENSIONS

- No line management
- No budget responsibility
- Key stakeholders will include colleagues in the Business Intelligence and Insight team, Strategy Planning and Performance and other areas where insight will be used.





# PERSON SPECIFICATION

## QUALIFICATIONS

### Essential

- First degree or equivalent relevant experience in data analysis or business intelligence.

### Desirable

- A relevant professional/working towards a relevant professional qualification in a technical IT field.
- ITIL certification (foundation level or above).
- PRINCE2 practitioner certificate or an equivalent project management qualification.

## TRAINING AND EXPERIENCE

### Essential

- Practical experience of working with major business information tools, including at least one major Business Intelligence tool.
- Experience of Microsoft SQL Server (or equivalent RDBMS).
- Experience of the Microsoft .NET development platform and Microsoft BI Stack (consisting of Reporting, Analysis and Integration Services).
- Experience of the design and delivery of datasets, dashboards and visualisations as aligned to business needs.
- Experience of and developing business intelligence visualisations in BI tools (e.g. PowerBI, Tableau, MS Access and QlikView/Sense).
- Experience of working successfully with internal and external stakeholders at all levels.
- An ability to act as a 'bridge' between users and technical solutions .
- Experience of working in project teams.
- A high standard of numeracy and literacy.
- A good working knowledge of Data Protection policies and how to apply them in practice .

### Desirable

- Experience or knowledge of Data Warehouse and Dimensional Modelling techniques/methods (e.g. Kimball Methodology).
- Experience gained with the Qlik Business Intelligence platform (QlikView, QlikSense).
- Experience of working with Higher education context
- Knowledge and experience gained from working in a Higher Education environment.

## APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

- Strong oral and written skills in communicating complex data or business intelligence to a range of audiences.
- Ability to influence Senior Management decisionmaking.



- Ability to work to tight deadlines and organise workload with minimal supervision.
- Ability to carry out work accurately and with great attention to detail.
- Ability to establish good working relationships with colleagues at a variety of levels and with external agencies.
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks.
- A proactive approach to problem-solving.
- A flexible attitude to changing workloads.
- Self-motivated with a positive and flexible attitude.
- Must be proactive in utilising knowledge, skills and experience to instigate new business intelligence developments.
- Ability to work well under pressure on own initiative and as part of a busy team.
- Willingness to share knowledge and develop colleagues.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



# HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

**The deadline for receipt of applications is midnight on 19 January 2025.**

Interviews will take place at the end of January 2025.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

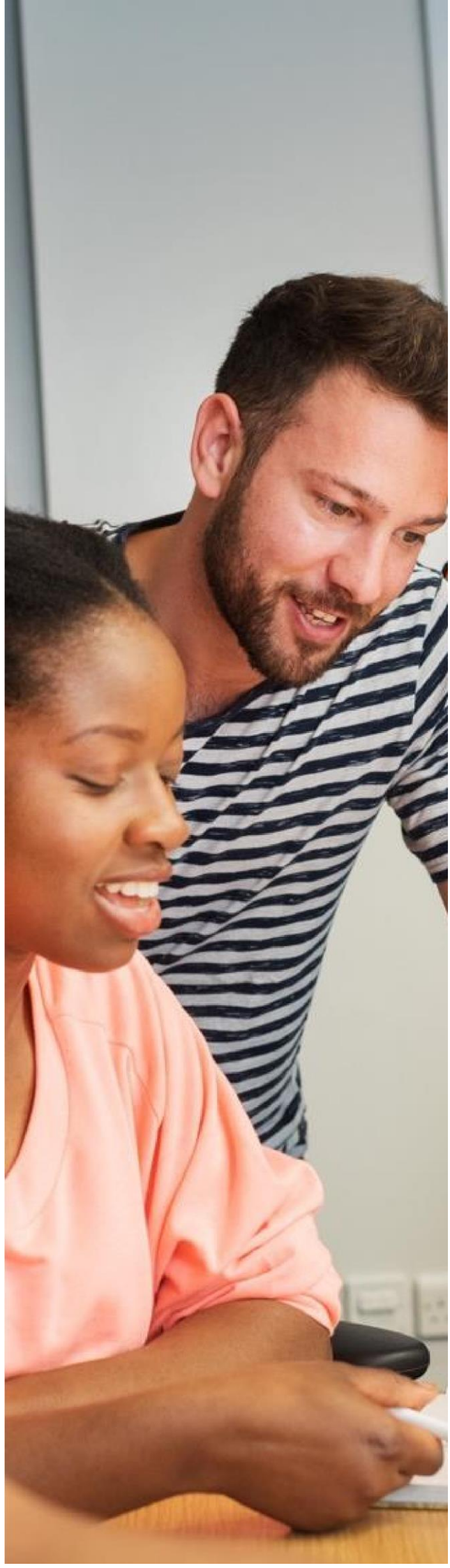
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



# OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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