Job Description

Post/Job Title:	**Data Analyst (Operational Data)**
Reference:	**640**
Faculty/Professional Service:	**Academic Services**
Group/Section:	**Student Records and Reporting Team**
Location:	**Studland House, Lansdowne Campus** ***Note:*** *The postholder may be expected to work at various locations as required.*
Normal hours per week:	**37** ***Note:*** *Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.*
Grade:	**5**
Accountable to:	**Student Records Manager**
Responsible for:	**N/A**

Job Purpose

Work collaboratively with Academic Services colleagues and stakeholders from across the organisation to optimise the operational use of student records data. Analyse student records and related data to improve efficiency and compliance of organisational processes and procedures. Recommend changes to embed data-informed practices and operational reporting. The role will work with the Statutory Returns Data Analysts.

Main Responsibilities

1. To develop specialist and expert knowledge of student records data, processes and procedures, providing an institutional point of expertise, advice and guidance regarding data analysis. Ensure knowledge is up-to-date and adapted to reflect new and changing requirements.
2. Respond to ad-hoc operational data requests and queries. Work with the relevant business/process owners to ensure robust data quality processes are established, optimised, reviewed and maintained as appropriate.
3. Develop specialist technical skills to facilitate the development and maintenance of quality assurance processes that ensure all relevant data is accurate, timely, robust and consistent. Establish, document and maintain effective processes and procedures allied to the extraction, validation, transformation and reconciliation of student records data in accordance with business requirements.
4. In accordance with the university's regulations, policies and procedures, develop and maintain key relationships with academic and administrative staff at the university and Partner Institutions in relation to effective data management ensuring that complex information is explained clearly and concisely.

5. Proactively work with colleagues regarding any data quality issues identified within the student record and facilitate the development of appropriate system and/or process enhancements that address performance gaps.
6. Ensure all aspects of work achieve high levels of service excellence. Contribute to continuous improvement by identifying opportunities for process enhancements, the development of performance measures and regular monitoring of performance against agreed standards.
7. Identify and undertake appropriate development opportunities to ensure effective knowledge transfer within Academic Services and facilitate a culture of continuous professional development.
8. Maintain an understanding of activity within UK Higher Education that impacts the student record. Contribute to the impact assessment of those developments and facilitate the review of policy, processes and procedures as appropriate.
9. Attend regular meetings/working groups with key stakeholders to ensure two-way communication and liaison, acting as a representative of Academic Services across the university.
10. Ensure consistency in approach for all work within your area of responsibility and to help manage workloads to meet deadlines.
11. Be a proactive member of the wider Academic Services team and activity participate in discussions with colleagues to identify on-going service improvements and opportunities for more effective working practices.
12. Development of performance measures and monitoring against agreed standards, ensuring that all aspects of work achieve high levels of service excellence.
13. Utilise a range of IT systems to accurately record critical data, produce reports and provide information to various stakeholders.
14. Contribute to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.
15. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
16. Supporting BU wide events and activities e.g. Enrolment, Graduation, Confirmation and Clearing, External Audits.
17. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

Contacts

Internal: All BU students and staff

External: All Bournemouth University stakeholders including software suppliers and other education providers.

Challenges

With responsibility for manging operational data queries pertaining to any aspect of the electronic student record, this role needs to ensure that work is undertaken in accordance with the university's business and strategic priorities. Requiring a proactive, methodical and analytical approach, the post holder will need to be comfortable interpreting complex requirements and working with large and intricate datasets. There will be a need to balance conflicting requirements to ensure the effective and efficient fulfilment of responsibilities. A commitment to service excellence is essential.

Information Governance Responsibilities

Data User

i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

March 2026

Person Specification

Bournemouth University

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Faculty/Professional Service:	**Academic Services**

SELECTION CRITERIA	**E**ssential/ **D**esirable
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications).	E
Experience of developing complex data audit and transformation solutions using appropriate tools (Excel, Access, SQL, Alteryx, etc.).	E
Experience of manipulating large and complex datasets.	E
Experience delivering excellent service in a complex environment.	E
Experience of working within Higher Education in the area of student record systems support and maintenance.	D
Experience of using SITS including a good understanding of the principles that govern the system.	D
Understanding of current Higher Education issues and an understanding of the student lifecycle.	D
Skills	
Demonstrable proficiency in using databases or a records system to record and extract information.	E
Excellent analytical and problem-solving skills.	E
Good level of numeracy including competency and confidence in handling and manipulating complex data.	E
Ability to assimilate and contextualise complex information.	E
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, other BU stakeholders and external organisations.	E
Excellent written and verbal skills including an ability to present complex information in a concise and understandable manner.	E
Ability to review, design and implement data management processes effectively.	E
Ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.	E

Attributes	
A demonstrable commitment to service excellence, continuous service improvement	E
A methodical and systematic approach and an aptitude for accuracy and attention to detail.	E
Highly organised approach with the ability to plan and prioritise workload.	E
Proactive with ability to work independently whilst contributing effectively as part of the team.	E
Excellent time management.	E
Ability to develop and maintain professional relationships of respect, trust and support with all stakeholders.	E
Personally resilient and able to keep calm under pressure.	E
Flexible approach to work including a willingness to adjust working hours according to service needs.	E
Commitment to personal and professional development.	E