JOB TITLE: MIS Support Analyst
REPORTS TO: Group Funding & Information Manager
STAFF RESPONSIBILITY: None
GRADE: SO1
HOURS: 37
LOCATION: Banbury

TEAM PURPOSE
The MIS Group will ensure accurate student records by the inputting, updating and correction of student enrolment and attendance data to contribute to the college objectives and recruitment, retention and achievement targets. This data will be correct from the day of enrolment so that all reports are reliable and accurate whenever they are run in order for the College to make well-informed strategic decisions. MIS will utilise this data to produce excellent and accessible reports in order to allow staff at all levels to make clear and well informed decisions.

JOB PURPOSE
The postholder will be responsible for responding professionally and efficiently to user requests for information. These users could be from within the MIS department, the wider college staff, or from external stakeholders. You will utilise data sets created by the MIS developers to do this and will represent this data in user friendly formats and provide guidance in interpreting this information where necessary. You will work closely with all stakeholders to support the ongoing production information required to drive the College to outstanding

SPECIFIC DUTIES

1. Input, update and retrieve data from the college student tracking system ensuring adherence to the data protection act.

2. Be the first point of contact for information requests

3. Assist in the creation of information sharing solutions across the College

4. Analyse requests to determine if they require a development solution or if the reports can be created from existing data sets

5. Assist in the analysis of college operations and work with MIS developers to help identify reporting solutions

6. Assist MIS developers in the checking of information before release

7. Co-ordinate with developers to display automated reports in a user friendly format

8. Explore all features and functionality of the student records database and recommend their suitability to the Funding & Information Manager

9. Produce weekly and monthly reports to an agreed schedule

10. Utilise data sets and carry out ad-hoc queries to extract data in a timely and user friendly manner

11. Train and support staff college-wide in the use of Report Builder and Power Pivot to enable them to utilise self service reporting

12. Assist in the development and training of and on new cross college systems and processes

13. Liaise with software suppliers to resolve issues with products used by the MIS Directorate

14. Update MIS software with data uploads as required

15. Manage user access rights on MIS systems

16. Analyse and report from third party systems

17. Liaise with the Data Team to resolve data irregularities and seek data solutions to reporting needs

18. Assist the Group Data Integrity Officer with updates of data to ensure the College's reporting is robust and fit for purpose

19. Input data into the student records systems as necessary in order to assist with data reporting

20. Work closely with the Quality department to help produce data on college performance and to support the self assessment process

21. Participate in enrolment events in the evenings and at weekends as required.

22. It is a requirement of this post that you will act responsibly and comply with your duties and responsibilities as identified in all College policies and procedures

23. Any other duties as required by the line manager and that are commensurate with the grade

Status of the Job Description
This job description is not incorporated into the employment contract. It is intended as a guide and should not be viewed as an inflexible specification as it may be varied from time to time in the light of strategic developments following discussion with the post holder. The post holder will be expected to work to agreed objectives which should facilitate achievement of the key responsibilities.

Diversity Statement
It is the Policy of Oxford and Cherwell College to recognise and encourage the valuable and enriching contribution, which people from a range of backgrounds and experiences can bring to the life and development of the institution. The College will, therefore aim to provide an education service which, in its teaching, administration and support services actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, disability, ethnicity, gender, religion or sexual orientation in both education and employment.

Health & Safety Statement
All employees have a responsibility to co-operate in promoting and maintaining a safe and healthy working environment, and to take reasonable care of their own health and safety at work and that of all other staff. Line managers have specific responsibility for the health and safety of their direct reports and other team members for which they have general management responsibility.

Safeguarding Statement
Oxford and Cherwell Valley College is committed to safeguarding and promoting the welfare of young people, and expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION FOR: MIS Support Analyst

Qualifications and Awards	**Essential**	**Desirable**	**How tested**
Educated to level 3 standard or equivalent	Y		Application Form & verification of qualifications
Educated to level 4 or above, ideally in a relevant area (computing, IT, Mathematics, Administration)		Y	
Professional Knowledge and Experience			
A personal commitment to keeping your professional knowledge up to date and improving your capabilities.	Y		Application Form and Interview
A willingness to undertake staff development, additional subject training and skills updating as necessary.	Y		
Completed or commitment to complete Level 1 safeguarding training.	Y		
Ability to utilise reports to help address data issues	Y		
Experience of working in a busy office	Y		
Experience of utilising business processes		Y	
Experience of prioritising and organising workloads	Y		
Experience of achieving performance targets and delivering to strict deadlines		Y	
Experience with customer records system (Students, HR, CRM etc..)		Y	
Technical Competencies and Skills			
Experience of using large databases	Y		Application Form, Interview and Test
Outstanding Excel Skills • **E**ssential: Pivot • **E**: Advanced Formulas • **E**: Macros (ideally with basic use of VBA) • **E**: Excel 2007 • **E**: Graphs/Charts • **D**esirable: Excel 2010 • **D**: PowerPivot	Y		
Outstanding skills in the presentation of data	Y		
Experience of supporting users with reporting systems and/or customer records systems in Helpdesk/1st Line Support type environment	Y		
Experience of data manipulation when working with large volumes of data	Y		
Competent in developing, administering and using PC and associated networks	Y		

and systems to acquire, manipulate and disseminate information.			
Experience of communicating technical information in a non-technical way	Y		
Knowledge and experience of using SharePoint		Y	
Exposure to Report Writing tools (Crystal Report, SQL Server Reporting Services, Microsoft Access Reports)		Y	
Some knowledge of simple SQL querying or creating basic queries in Microsoft Access		Y	
Interpersonal skills, Intellectual Ability			
Accuracy and attention to detail	Y		Application form, formal face to face interview and assessment.
Initiative and problem solving skills	Y		
Professional approach and demeanor	Y		
Experience of delivering training to groups of users		Y	
An ability to react to change quickly and positively	Y		
Ability to react positively under pressure.	Y		
Ability to be self directed with initiative and to be able to solve practical problems without supervision.	Y		
Ability to work flexibly across departments to support colleagues in order to meet College requirements.	Y		
Ability to work as part of a team and to develop and sustain good working relationships with internal and external customers.	Y		
Good professional communication skills including oral, written and active listening.	Y		

Prepared by ……Date……

Agreed by Human Resources……..Date……..……

Signed by Postholder……Date……