

Job Description

Workforce Data and Analytics Officer

People and Organisational Development

Grade: E

Role profile: SME1

Full time: 37 hours per week

Fixed Term

Hybrid Working available on a minimum of 40% in the office – to be regularly reviewed and agreed with the line manager.

	Duties of the role
Overall purpose of the role	<p>The Workforce Data and Analytics Officer is responsible for the maintenance, quality assurance, analysis, and reporting of workforce data to support operational delivery, statutory requirements, workforce planning, and organisational decision-making.</p> <p>The role ensures the accuracy and integrity of workforce information through effective data management and quality assurance processes, while producing regular and ad hoc reports, responding to information requests, and providing workforce data analysis and insight. The postholder will support the development of workforce metrics, reporting, and dashboards to enable evidence-based decision-making across the University.</p> <p>The Workforce Data and Analytics Officer reports to the Workforce Insight Manager</p>

Main duties and responsibilities

1. To support the Workforce Insight Manager and People Systems Specialist to update data and provide workforce information, analysis and reporting to the wider directorate and other university stakeholders.
2. Act as the initial point of contact within the Workforce Insight team for workforce-related information requests, ensuring enquiries are appropriately managed, responded to, or escalated as required.
3. Act as an initial escalation point for more complex operational workforce queries, providing guidance and support to stakeholders, investigating issues where required, and working with relevant colleagues to ensure timely and appropriate resolution.
4. Support the setup and maintenance of position-related data within SAP in accordance with approved organisational structures and establishment controls.
5. Maintain, validate, and quality assure workforce data, ensuring information held within workforce systems is accurate, complete, and fit for reporting and analysis purposes.
6. Support the collection, collation, validation, and submission of workforce data for statutory returns, including Higher Education Statistics Agency (HESA).
7. Analyse workforce data using appropriate analytical techniques and reporting tools to identify trends, patterns, and areas of interest, supporting evidence-based decision-making.
8. Support the interpretation of workforce data to provide actionable insights and recommendations to various stakeholders.
9. Produce and deliver corporate and local health workforce data outputs, ensuring a range of audiences accuracy, quality, and compliance with reporting requirements and deadlines.
10. Support in the development and maintenance of interactive dashboards, reports, and data visualisations to communicate workforce information effectively to.
11. Contribute to key workforce priorities, including workforce metrics, annual reporting, statutory returns, surveys and external benchmarking.
12. Contribute to relevant corporate and directorate projects providing workforce data, reporting, and analytical support as required.
13. Perform any other duties commensurate with the job grade as reasonably required from time to time. Assist with University events, such as graduation ceremonies, confirmation and clearing etc. as required.
14. Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
15. The post holder is required to minimise environmental impact in the performance

	<p>of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.</p>
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Person Specification

Workforce Data and Analytics Officer

People and Organisational Development

Grade: **E**

Role profile: **SME1**

Full time: **Full time Fixed Term**

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Qualifications & Training	A good first degree or equivalent level of experience working within a similar role.	Essential	x			x
	Training or qualifications of using a variety of reporting and analytical tools	Essential	x	x		x
	Expertise in data visualisation techniques and tools (e.g. Power BI).	Desirable	x			x
Operational, Analysis and research	Experience of providing reports and data in the HE/ education/ local government environment.	Essential	x	x		
	Experience of working with data and providing insight within a HR/People Services environment.	Desirable	x	x		
	Experience of maintaining, validating, and quality assuring data to ensure accuracy, completeness, and reliability for reporting purposes.	Essential	x	x	x	
	Experience of maintaining and updating organisational, workforce, or position-related data within a HR, finance, or business system.	Essential	x	x		
	Ability to analyse workforce data, identify trends and patterns, and provide meaningful information to support decision-making.	Essential	x	x	x	
	Strong communication skills with the ability to communicate technical information to a range of audiences.	Essential	x	x	x	
	Understand confidentiality and the requirements of the General Data Protection Regulations.	Essential	x	x	x	

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Business intelligence and reporting	Experience in development of business intelligence (BI) reports to meet internal customer needs.	Essential	x	x		
	Experience of supporting the preparation, validation, and submission of datasets for reporting requirements, surveys, benchmarking exercises, or statutory returns such as HESA	Essential	x	x		
	Experience of producing reports, dashboards, or data visualisations using reporting and analytical tools.	Essential	x	x		
	Experience of providing Business Intelligence (BI) from HR and Payroll data, including ability to analyse, report and create relevant actions.	Desirable	x	x		

Personal Effectiveness	Excellent verbal and written communication skills	Essential	x	x		
	Strong interpersonal skills and an ability to successfully communicate complex concepts to a wide range of staff	Essential	x	x	x	
	Very proficient in using Microsoft Office packages and had an aptitude for learning new packages to support analysis and presentation of information	Essential	x	x		
	Able to demonstrate tact and diplomacy when dealing with both internal and external colleagues	Essential	x	x		
	Understand confidentiality and the requirements of the General Data Protection Regulations	Essential	x	x		

We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential				
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential				

We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential					
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential					

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**