



Job Description & Person Specification

Section 1 Role Overview

Job title:	Data Analyst - People
Vacancy reference:	5417
Professional Service Unit:	People & Culture
Job type:	Full time Fixed Term Contract for 1 year
Hours of work:	37 hours per week, normally worked Monday to Friday. Flexible working will be considered.
Salary details:	Salary level 5 – range £38,655 to £46,492 per annum with potential progression to £53,108 per annum
Line Manager:	Sue Edwards – Head of Reward, Systems and Data
Start date:	As soon as possible

Section 2

About Cranfield University

Cranfield's world-class expertise, large-scale facilities and unrivalled industry partnerships is creating leaders in technology and management globally. Find out more about our unique impact, and our vision, mission and values [here](#).

We aim to create and maintain a culture in which everyone can work and study together and realise their full potential. We are a Disability Confident Employer. We are committed to actively exploring flexible working options for each role and have been ranked in the Top 30 family friendly employers in the UK by the charity [Working Families](#). Find out more about our key commitments to Equality, Diversity and Inclusion and Flexible Working [here](#).

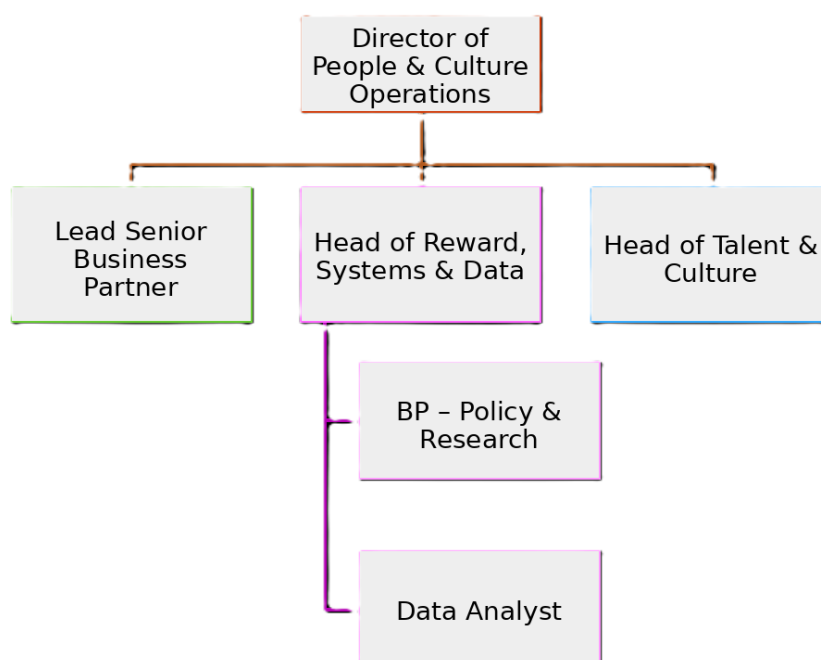
Section 3

About People & Culture

The University is supported by a wide range of professional services.

The People & Culture service provides a framework for the management and development of our people and organisation which underpins the University's strategic plan and objectives. The People & Culture Professional Service Unit (PSU) includes Reward, EDI, resourcing, talent management and development, compliance, administration, data management, policy development, employee relations, organisational change, performance enhancement and embedded people operational management.

Organisational Chart



Section 4

Job Details

Job Purpose

The Data Analyst – People is responsible for providing accurate, timely and meaningful workforce data, analysis and reporting to support operational and strategic decision-making across the University. The role analyses and interprets people-related data to identify trends, monitor key workforce metrics and provide insights that support workforce planning, organisational effectiveness and equality, diversity and inclusion objectives.

Working closely with colleagues across People & Culture, Payroll, IT and the wider University, the postholder produces management information, statutory returns and sector benchmarking data, including submissions to external bodies such as HESA. The role supports the effective management of people data, reporting solutions and HR systems, ensuring high standards of data quality, integrity and compliance, while contributing to the continuous improvement of reporting processes, systems and data-driven decision-making.

Key Deliverables

	Description of Deliverables	% of time
1	Support for Strategic Projects Provide high-quality people data, analysis and insights to support the University's strategic projects, benchmarking exercises, charters, awards and external submissions. • Coordinate the provision of workforce data for initiatives such as Athena Swan, Race Equality Charter and other institutional accreditations. • Establish data requirements, collate and validate data, and ensure compliance with data protection requirements. • Analyse workforce data to identify trends, measure progress against action plans and support evidence-based decision making. • Produce and maintain project documentation, reports and supporting datasets. • Deliver Gender Pay Gap, Ethnicity Pay Gap and other equality-related reporting, including analysis of underlying causes and recommendations for improvement. • Support major institutional submissions, including the Research Excellence Framework (REF), research funding bids and other external assessments requiring workforce data and analysis. • Present findings and insights to stakeholders in a clear and accessible format.	30%

2	Statutory Returns and Governance Ensure the accurate and timely delivery of statutory returns, external surveys and governance reporting whilst maintaining high standards of data quality and compliance. • Compile, validate and submit statutory returns including HESA Staff Returns and other regulatory reporting requirements. • Manage external benchmarking and sector survey submissions, including UCEA returns and related surveys. • Monitor legislative, regulatory and sector changes affecting workforce reporting requirements. • Provide workforce data and analysis in support of Freedom of Information requests and audit requirements. • Develop and maintain reporting processes, validation checks and quality assurance frameworks. • Promote good data governance and continually improve the accuracy, completeness and integrity of people data. • Ensure compliance with data protection, information security and records management requirements.	30%
3	Data Analysis and Insights Provide high-quality workforce data, analysis and insight to support evidence-based decision-making across the University. • Analyse workforce data to identify trends, risks and opportunities. • Produce regular and ad hoc reports, dashboards and key people metrics. • Undertake internal and external benchmarking to support strategic planning and organisational improvement. • Deliver equality-related reporting, including Gender and Ethnicity Pay Gap analysis. • Present findings and recommendations in a clear and accessible format for a range of stakeholders. • Support business cases, organisational change initiatives and strategic projects through workforce analytics.	25%
4	Specialist Knowledge Provide specialist expertise in workforce data, reporting and analytics and support the development of data literacy across the University.	10%

	• Act as a subject matter expert for people data, reporting and workforce analytics. • Provide advice and guidance to colleagues on workforce reporting requirements and data interpretation. • Deliver training, workshops and user support for reporting tools, dashboards and datasets. • Develop guidance materials and documentation to support self-service reporting and effective use of workforce information. • Represent People & Culture within relevant internal and external user groups and networks.	
5	Cross university collaboration Build effective relationships across the University to ensure workforce data and insight supports organisational priorities. • Work collaboratively with colleagues across People & Culture, Payroll, IT, Finance, Planning, Research and Academic Faculties. • Understand stakeholder requirements and develop reporting and analytical solutions to meet business needs. • Support University committees, working groups and governance forums through the provision of workforce data, reports and insights. • Present findings and recommendations to a variety of audiences, tailoring outputs to both technical and non-technical stakeholders.	5%

Please be advised that the percentages allocated for the key deliverables may be adapted to take into account the needs of the PSU and / or University.

Planning and organising

The postholder will be expected to proactively manage their own workload, prioritising tasks and activities to achieve the outcomes required and meet customer expectations. The context of the work means that at times they will be working to tight and potentially conflicting priorities. Prioritisation will be based on a number of criteria, to include impact on external funding (as with HESA), impact on University reputation, business operations, the origin of the request, any statutory time limits etc.

Since the deliverables within the remit of the role can vary in complexity and time span, there is a requirement for both short and long term planning and organisation to ensure deadlines are met without compromising the quality of service and deliverables. Staff reporting requirements can be generated across the University and from external sources, and therefore in this respect proactive planning is required. Whilst the postholder's work pattern on a daily basis is at times uncertain and therefore needs to be flexible to be able to accommodate the differing requirements, e.g. dealing with ad hoc reporting requirement, other activities occur on a regular basis; weekly, monthly and/or others are on a cyclical basis dictated by the financial, academic or calendar year.

Typical examples of planning and organisation requirements include:

- Creation of new reports or changes to existing reports;
- University policy changes requiring extensive report creation/amendments;

- Time of the year, requiring the preparation and completion of annual or statutory returns, e.g. Annual Statistics and HESA,
- Number of ad-hoc requests received and their timescales, for example FOI obligations, which can necessitate immediate responses.

Typical tasks requiring pro-active planning and organising:

Weekly:

Ad-hoc report requests, report queries, Freedom of Information enquiries, alert creation and maintenance.

Monthly/Quarterly:

New reports, amendments of existing reports, regular reports, e.g. Dashboards

Annually:

HESA Statutory Return, Annual HR Statistics, EDI Statistics.

Communicating and influencing

To be successful in this role, effective communication and influencing skills are crucial in engaging colleagues across the University, including senior People and Culture colleagues. Drawing upon specialist knowledge and experience, the role holder facilitates the successful completion of projects and the resolution of complex data queries.

Working closely with key stakeholders such as the Head of People and Payroll Systems, and senior colleagues. Key stakeholders include the PVCs, PSU Directors, and Directors of wholly owned subsidiaries. As such, the role holder needs to be a confident, credible, skilled, and effective communicator who can convey complex and often sensitive and highly confidential data and insights.

The post-holder is also required to role model appropriate behaviours that positively influence others.

This role is required to collaborate effectively with colleagues across the University to understand their data needs, simplifying complex requests when necessary and influence requirements when it's not feasible to fulfil the original request as initially requested.

In this role, you identify opportunities for process changes aimed at improving and maintaining data accuracy and integrity, and therefore communicate these proposals to colleagues, and influence their acceptance of the changes.

You use your communication skills to deliver training, ensuring clarity and understanding of complex ideas. This includes training colleagues within the People and Culture PSU and across the wider University.

Critically, in the role you are required to present sensitive data, such as information related to pay, protected characteristics, or promotions, which needs high levels of discretion and confidentiality to maintain trust and compliance with legal and ethical standards.

Problem solving

Due to the varied nature of the responsibilities, the postholder will need to adopt a problem solving approach to much of their work. Typically, the types of issues include:

- Keeping abreast of HESA reporting requirements. Understanding and interpreting the complex reporting requirements in relation to Cranfield in order to support the University in submitting an accurate return each year. This includes interpretation of complex rules, such as keeping abreast of HESA submission requirements, and to understand and interpret these requirements in relation to Cranfield, in order to support the University in submitting an accurate return each year; determine requirements for any new fields/codes up to a year in advance and to communicate with colleagues to ensure data is recorded accurately.
- Undertake data integrity checks and data population as required to include:
 - o checking which fields are mandatory for each staff data set and ensuring these fields are populated correctly according to the criteria and business rules specified by HESA. E.g. Atypical and Weekly staff require basic diversity and contract type information; non-Academic staff additionally require salary, level and date information, and Academic staff additionally require highest qualification and previous employment information.
 - o Checking HESA ids are valid.
 - o Running the HESA validation routines, and interpreting and correcting any errors relating to incorrect/inconsistent data entries before final submission. E.g. multiple staff records with the same HESA number; staff returned on the last submission but missing from the current submission, staff having a salary below or above their stated salary band, part time staff returning a FTE of 100.
- Determine report design, considering alternative approaches for obtaining/displaying the data need to be researched, designed and implemented: taking into account limitations within the reporting software or with how data is stored in the database.
- Changes to reporting software and governmental policies impacting on reporting: due to periodic changes to the HR-Payroll software, which may be as a result of governmental changes e.g. Border Agency, HESA, changes to the reporting infrastructure may be required. This may involve designing and developing a new suite of reports, to run from the new system, using existing software or learning a new reporting software package, and designing and establishing alternative methods of reporting.
- Determining and resolving data/report security access problems, e.g. users not having access to the reports or data they should have or more importantly for information security reasons, having access to reports/data they shouldn't have. Initially using judgement to decide on the correct level of access, ensuring this is corrected and tested and going forward maintained accordingly and also communicated to the user where appropriate.
- Investigating and resolving data issues: e.g. incorrect or non-reconciling data in reports. Consulting with the user as to what data they wish to see, establishing where the discrepancy lies, and correcting to ensure data is correct and accurate.
- Continual review of existing reports to ensure they remain valid and accurate, streamline processes ensuring ease of access for users with a 'library' of reports. Where new requests

are received, review the requirements and make a judgement on whether an existing report would meet their needs, whether this should be adapted (and if it would then meet the needs of others) or if a new report needs to be developed. Manage customer expectations in the above and where necessary persuade user to one of the above options.

Decision making

I) Decisions you will take without reference to others

The postholder will manage their time and workload, prioritising on a daily and weekly basis the activities to be delivered e.g. development work versus ad hoc queries, also taking into account annual working patterns dictated by external bodies and internal reporting requirements. Minimum guidance required on a day-to-day basis, with most issues being resolved individually, and the application of policy requiring individual judgement and interpretation.

The postholder will be required to have a detailed understanding of the reporting structure and be able to identify efficiency savings through more standard reporting structures and implementing those changes as appropriate. They will be required to manage the change management process of reports and ensure all changes and additions are documented.

The postholder will review and make decisions over the feasibility and deliverability of data requests, liaising with the customer as required and managing expectations.

The postholder will be expected to testing, approval and release reports to customers and data quality/accuracy

Initial sign off of a number of statutory returns including HESA

The postholder will work collaboratively with colleagues across the University to identify, analyse and interpret workforce data, providing meaningful insights, reports and dashboards to support operational and strategic decision-making.

II) Decisions you will refer to your manager/colleagues

The postholder will work closely with the Head of Reward, Systems & Data, People & Culture colleagues, IT, Payroll and other stakeholders on matters requiring wider organisational agreement, strategic prioritisation or significant changes to systems and processes.

Examples include:

- Approval of significant changes to reporting frameworks, data governance arrangements or reporting priorities.
- Escalation of data quality issues, risks or compliance concerns with potential organisational impact.
- Agreement of reporting requirements relating to major projects, system developments or organisational change initiatives.
- Interpretation of complex regulatory or statutory reporting requirements where organisational policy decisions are required.
- Decisions relating to resource allocation, project prioritisation and changes to strategic reporting objectives.

- Development of new people data capabilities, reporting tools and analytical approaches that require cross-University collaboration or investment.

Guiding framework

The People and Culture PSU is governed by the University Charter, Statutes, Ordinances, Policies and Procedures and by employment law.

The post holder has in-depth knowledge of the Human Resources and Payroll functionality within the Agresso system, including reporting and administrative functionality. In addition, they are expected to have a thorough understanding of process and procedure in relation to the full staff life cycle, e.g. recruitment, development, promotion, pay review, discipline & grievance, absence, turnover & retention, and broader University areas of activity such as REF.

Upholding UK GDPR and Data Protection principles is a fundamental part of the role, as is adherence to the Equality Act (2010), and keeping abreast of changes in Government policy, and other regulatory bodies such as HESA, with respect to statutory reporting.

Impact

This role is critical in the ability of the University to provide data, management information and expert knowledge in relation to people data.

This role is crucial in supporting all areas within the university requiring data, reports or management information associated with our staff demographic or staff experience, which includes responses to freedom of information requests, Faculty accreditation rankings, e.g. the AACSB BSQ Accreditation Annual Finance Survey, and global University rankings, e.g. Times Higher Education Impact Rankings (UN SDGs) and research bids.

The role provides insights on all aspects of the employee lifecycle, including recruitment, promotion, retention, sickness absence and retention. Recommendations on actions generated by this role directly impact key University strategic projects and the University's corporate plan 'Ambition 2027'.

The role is responsible for the University's HESA Staff Return, and for ensuring the University and subsidiaries are compliant with other statutory returns, such as gender pay gap reporting. As the central point of expertise and knowledge in people data at the University, this role is also critical in the application for and maintenance of our charter marks, such as Athena Swan and the Race Equality Charter.

The post holder needs to maintain the integrity and accuracy of people data, as not doing so could impact the quality of University submissions, the placing of the University in ranking survey outcomes or the University not meeting its statutory reporting obligations which, in turn, could have a direct impact on University funding and/or reputation.

It is crucial the post holder applies their in-depth knowledge and understanding of data protection principles, as non-compliance with GDPR (General Data Protection Regulation) can have significant consequences for the University, including financial penalties, legal repercussions, and reputational damage.

Facts and Figures

There are 29 colleagues within the People and Culture PSU, 2 are based at Cranfield Defence Academy in Shrivenham and the remainder at Cranfield.

www.cranfield.ac.uk

The University employs circa 1400 staff, alongside 200-400 casual workers, and visitors and suppliers. The University also employs approximately 200 staff across five subsidiary companies, which include a conference centre, airport, and executive development company.

Section 5

Am I suited to this role?

Criteria	Essential	Desirable
Education / Qualifications	Degree level qualification or equivalent experience in a relevant discipline such as data and analytics or business analysis.	
Experience	Significant experience of people analytics and insights, including significant in-depth experience of developing people data analytics reports in the HE sector. Significant in-depth experience of the design and delivery of data analysis for statutory reports and returns including HESA and UCEA. Substantial experience of the design and delivery of data analysis for equality reports, e.g., Pay Gap reports, Equal Pay Audits, EIAs. Experience designing automated reporting solutions and dashboards. Significant, in-depth experience of working with Unit 4 Agresso HR module, and Hireserve E-Recruiter. Extensive experience of operating in a client-facing, people analytics role where insights, advice and guidance are provided on a wide range of data issues to a broad range of stakeholders. Experience of analysing complex data from a wide range of data sources - both qualitative and quantitative, and interpreting outputs to identify business recommendations which drive improved performance.	Experience defining business reporting requirements and translating them into technical solutions.
Knowledge	Strong understanding of HRIS and workforce data architecture Authoritative knowledge of the principles of designing reports and	Data visualisation tools, e.g. Microsoft Power BI or similar. Higher Education experience.

	insights. Authoritative knowledge of data analytics techniques. Authoritative knowledge of regulatory frameworks around HESA returns. Expert knowledge of the principles of managing large data sets, data quality and the fundamentals of MI. In depth knowledge of legislation and best practice in EDI, including the Equality Act 2010. In depth knowledge of statutory data requirements. Highly proficient in Power BI and Excel including pivot tables and advanced functions Strong working knowledge of using Microsoft Office applications (PowerPoint, Word, MS Teams) to create visually impactful presentation of data analysis outcomes and recommendations.	
Skills / Aptitudes	Ability to tell simple and persuasive stories, using the outputs from data analysis, which answer business problems Strong ability to work independently, prioritise workload and projects, work well under pressure and respond to change in a flexible and positive manner. Excellent team working skills, with the ability to deliver outputs to given deadlines. Highly numerate, with strong analytical skills.	
Values	Ability to demonstrate our values: Ambition, Impact, Respect and Community.	