UNIVERSITY OF WARWICK

Job Description

Job title	Head of Performance, Insights & Analytics
Department	Information & Digital Group
Grade	FA8

Job purpose (a brief summary of the role)	The Head of Performance, Insights & Analytics leads the University's performance management, business intelligence and strategic analytics capability within the Strategic Planning Directorate. The role provides trusted, integrated evidence to support strategic planning, decision-making, delivery monitoring and performance improvement across the University. The postholder will lead the development of the University's Strategic KPI Scorecard and a phased portfolio of institutional data products spanning student experience and outcomes, research and innovation, knowledge exchange, people and organisational health, finance, market and reputation, and regulatory and compliance intelligence. They will ensure that senior leaders, Faculties and Professional Services have timely, accurate, accessible and actionable insight in the form most useful to them — from executive scorecards and strategic narratives to faculty performance packs, domain dashboards and self-service data products. Working closely with Data Governance, Academic Planning, Business Partnering and the Strategic Delivery Unit, the postholder will translate evidence into recommendations, priorities, delivery questions and monitoring needs. They will act as the University's lead professional adviser on performance, insight and analytics; establish a culture of data quality and evidence-based decision-making; and build the capability, products, partnerships and ways of working needed to move Warwick from reactive reporting to proactive, predictive intelligence.
Duties and responsibilities	**1. Performance management and the Strategic KPI Scorecard**: Own the Strategic KPI Scorecard as the authoritative view of institutional health across the University's missions; agree definitions, targets, benchmarks, refresh cycles and RAG status; and provide the performance narrative for Executive Board, UEB, Senate, Council and other governance bodies. **2. Data products, business intelligence and reporting** Lead a phased portfolio of 30+ data products, prioritising immediate strategic impact and then expanding breadth, self-service and predictive capability. Deliver audience-appropriate products for senior leaders, Deans and Faculty Leads, department and course leaders, Professional Services and regulatory stakeholders. Work with IDG and data owners to ensure reliable, integrated and accessible reporting. **3. Strategic analytics, forecasting and scenarios** Lead advanced analytics, forecasting, scenario modelling and predictive methods across student, research, knowledge exchange, people, finance, market, reputation and compliance

	domains. Integrate financial and academic evidence to support portfolio, investment, workforce and resource-allocation decisions. **4. Data governance, quality and responsible access** Establish, with Data Governance and data owners, clear ownership and stewardship, common definitions and standards, data quality controls, documented sources and lineage, and secure, appropriate access. Champion a single source of truth for key metrics and GDPR-aligned data access. **5. Benchmarking, external intelligence and regulatory insight** Lead competitor and benchmarking intelligence, league table analysis and external evidence. Ensure proactive monitoring of OfS conditions, UKVI, Access and Participation, TEF, REF, HESA and Graduate Outcomes requirements, translating changes into institutional risks, opportunities and recommended action. **6. Strategic advice, academic planning and delivery support** Translate evidence into clear options, trade-offs, priorities and recommendations for Academic Planning, Business Partnering and senior leaders. Support the Strategic Delivery Unit with delivery measures, milestones, dependencies, risks, issues, benefits and outcomes tracking, and ensure that delivery learning feeds back into performance management. **7. Leadership, capability and data-informed culture** Lead and develop the Performance, Insights & Analytics Function, including analysts, business intelligence, data science and insight/reporting specialists. Build analytical and data literacy capability across Professional Services and Faculties; promote self-service analytics where appropriate; and develop a collaborative, product-oriented culture focused on user need, adoption and impact.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	A degree or equivalent relevant professional experience.	A
E2	Extensive experience of leading institutional performance management, business intelligence, insight or strategic analytics in a large and complex organisation.	A & C
E3	Experience of designing and embedding institutional KPI frameworks, scorecards, performance narratives and reporting standards.	A & C
E4	Experience of leading an insight or data-product portfolio from prioritisation through delivery, adoption and continuous improvement.	A,C & D
E5	Experience of producing authoritative, accessible and actionable insight for senior executives, governing bodies, Faculties and Professional Services.	A,C & D
E6	Advanced analytical, quantitative and critical-thinking skills, including forecasting, scenario modelling and interpretation of complex, incomplete or conflicting evidence.	B & C
E7	Experience of establishing or improving data governance, data quality, common definitions, metadata/lineage and appropriate access controls.	A & C
E8	Experience of translating analysis into strategic recommendations, options, trade-offs and decisions with significant financial, academic, regulatory or reputational implications.	C & D
E9	Experience of leading multidisciplinary specialist teams and developing analytical, data literacy and self-service capability across organisational boundaries.	A & C
E10	Excellent written, verbal and visual communication skills, with the ability to explain complex analytical and statistical concepts to non-specialists and influence senior stakeholders.	A,C & D
E11	Experience of working collaboratively with data governance, technology/data engineering, academic planning, business partnering and delivery colleagues.	A & C
E12	Ability to operate with autonomy, manage a multi-year roadmap, prioritise competing demands and deliver measurable outcomes.	A & C
E13	Commitment to data quality, accessibility, ethical and responsible use of data, information security and evidence-based decision-making.	C
E14	Ability to identify and communicate emerging institutional risks and opportunities through performance, external and strategic intelligence.	B & C
E15	Experience of Higher Education, public-sector or another regulated, data-rich environment.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Relevant analytics, data visualisation or data-platform certification, such as Power BI, Fabric, Databricks or CAP.	A
D2	Relevant data management, information governance or data quality certification.	A
D3	Recognised project, product or agile delivery qualification.	A
D4	Knowledge of HESA, OfS, REF, TEF, KEF, UKVI, Graduate Outcomes, league tables and sector benchmarking datasets.	A & C
D5	Experience of building self-service analytics, data literacy programmes or institution-wide data products, and of integrating financial, academic, workforce, student or regulatory data across multiple source systems.	A & C