

Appointment of Business Information Analyst (2634)

Newtownabbey Guide for Applicants



Foreword

Dear Candidate,

Thank you for your interest in working with Northern Regional College.

This is an unprecedented time of development and change in the history of the College, presenting exceptional opportunities to contribute to its future success. We recognise that our employees are crucial to our success as the College is committed to improving the quality of our curriculum, learning environment, and business processes.

This Guide for Applicants contains the information required to help you complete your application. Please read all of the contents thoroughly so that you are fully aware of the requirements of the Post, and the College policies and protocols relation to Recruitment and Selection, Equality, Vetting, and Appointment.

Further information about the College can be found on our website: www.nrc.ac.uk

Yours sincerely,

Signature

A handwritten signature in black ink, appearing to read 'Terri Scott', with a stylized flourish at the end.

Terri Scott
Principal and Chief Executive

1. Northern Regional College Profile

Northern Regional College was established in 2007 following the merger of the Causeway, East Antrim and North East Institutes of Further and Higher Education. We are the main provider of Further Education across four of new council areas, serving 25% of Northern Ireland's population. The College employs over 800 staff and had more than 20,000 enrolments during 2016/17 in over 1800 further education and higher education programmes and training contracts. The full-time provision is delivered at our main campuses in Ballymena, Ballymoney, Coleraine, Magherafelt and Newtownabbey with part-time and community based provision offered at more than 30 other locations.

Further information on the College may be found at: www.nrc.ac.uk

2. Vision, Mission, and Values

Our agreed Vision, Mission and Values are set out below:

Vision

“NRC will be an outstanding provider of training and further and higher education, focused on the needs of the modern economy.”

Mission

“NRC will provide learners with a life-changing, supportive and innovative experience, which will equip them with the skills to compete successfully in the global employment market and meet the needs of local industry and employers.”

Values

Student Focused	Putting the student first in all we do.
Innovation	Challenging ourselves to be innovative and drive continuous improvement.
Collaboration	Engaging proactively with internal and external partners to achieve joint goals.
Inclusiveness	Promoting equality, diversity, transparency and opportunity.
Sustainability	Focusing on the long-term future of our College.
Development	Committing to ongoing development of our staff.

3. Job Description

Job Title	Business Information Analyst
Reporting to:	Head of MIS
Role summary:	<p>The Information Systems Analyst will play a key role in the analysis, and presentation of information and proposed recommendations through dashboards and reports in order to support management decision making and forecasting. This information will be derived from a range of College databases, predominantly the student records system, and will utilise several business analytics reporting tools.</p> <p>The College will be deploying a new Learner Management System over the next 2 year period and is establishing a data warehouse in order to support the data migration. The post-holder will contribute to the creation and maintenance of the data warehouse and the associated documentation, including the electronic transfer of data between data sources and maintaining the consistency of data where held in more than one data repository. They will also review, analyse and document existing business processes within the MIS team in order to ensure their efficient migration to the new platform.</p> <p>Supporting the Head of MIS and the Information Services Manager, they will develop/implement tools to support data validation and cleansing in compliance with College business rules and develop and monitor policies and procedures to ensure compliance with relevant legislation (e.g. GDPR), audits and Department for the Economy regulations.</p>

Responsibilities/Duties

Development and Analysis

- Create and maintain at an organisational level a technical library of database documentation including data standards, procedures and definitions for the College data dictionary (metadata).
- To develop and implement records management processes and policies to ensure compliance with legislative and regulatory requirements such as GDPR and the College and sector records retention and disposal schedule.
- Take responsibility for investigative work with both internal and external stakeholders to determine cross functional business data access, analysis and reporting requirements using appropriate techniques such as workshops, interview, survey and observation.

- Analyse current and historic data to inform the setting of KPI's and metrics at organisational and departmental level.
- Design and develop a College Data warehouse (SQLServer) that will support data mining, analyses and reporting to deliver business intelligence.
- Design and develop database structures to support the PST team and MIS Manager with projects to increase efficiency and automation of processes.
- Design and develop data integration solutions that will remove the need for rekeying, manual copying and reconstruction of data.
- Design and develop data repositories and temporary processes to ensure continuity of College reports and business processes during transition of major College curriculum and learner management functions to new learner management system.
- Manipulate, analyse and interpret complex data sets relating to the College's business, drawing valid inferences and presenting them successfully to management.
- Translating logical designs into physical designs, and produce design documentation to facilitate an agile development model where appropriate.
- Develop, manage and test back-up and recovery plans.

Implementation and Support

- Prepare reports for internal and external audiences using business analytics reporting tools, creating data dashboards, graphs and visualisations.
- Identify, evaluate, develop and implement solutions, services and tools to support data validation and cleansing.
- Play a leading role in the development and delivery of training in the use of reporting tools such as dashboards and Excel, including the interpretation of data reports.
- Build good working relationships with the other members of the MIS team providing support, sharing best practice and taking shared responsibility for maintaining the high performance of the team including high quality data.
- Monitor, track and report on key performance indicators and operational metrics as required.
- Support internal and external stakeholders in the conducting of surveys and analysis of survey data.
- Communicating regularly with technical, applications and operational staff to ensure database integrity and security.
- In conjunction with the IT Department monitor performance, establish system storage requirements, administer access permissions and privileges in relation to College databases and assist in installing and testing new versions of the DBMS.
- To follow and comply with all internal processes and procedures and legislation.

NB: This is not a complete statement of all duties and responsibilities for this post. The post- holder may be required to carry out other duties in keeping with the nature of the post as directed by and agreed with, the Principal and the Governing Body.

Location may be changed subject to the requirements of the College.

All staff have an obligation to comply with the statutory duties relating to
 Section 75 of the Northern Ireland Act 1998
 and will be required to contribute to the implementation of
 the College's Equality Scheme drawn up in accordance with this legislation.

Personnel Specification

Applicants must meet the following eligibility criteria by the closing date for applications.

Criteria	Essential/ Desirable	How Assessed
Qualifications		
A Degree in one of the following disciplines: Computer Science; Information Management; Business Information Systems; Computer Software / Systems Engineering; Information Technology; Mathematics / Statistics; Operational Research.	E	Application form/certificates
Experience		
At least 1 years' experience in a role using a SQLServer relational database as primary data repository either for application development or data manipulation and analysis.	E	Application form/interview
At least 1 years' experience in a role using data analysis tools and techniques.	E	Application form/interview
At least 2 years' experience in a role using SQLServer relational database as primary data repository either for application development or data manipulation and analysis.	D	Application form/interview

Knowledge		
Advanced level knowledge of T-SQL.	D	
Advanced level knowledge of at least one business analytic tool, e.g. PowerBI.	D	
Other requirements		
Willingness to travel away from the College, including reasonable, short-term international travel if and when required.	E	Selection process and interview
Ability to travel between NRC sites and to external events.	E	

Competencies

Key Competencies		
Interpersonal effectiveness: ability to communicate effectively orally and in writing, and to present and facilitate workshops and team meetings, as well as one-to-one coaching.	E	Interview and additional assessments (where appropriate)
Problem solving: ability to define a problem, determine the root causes; and create, evaluate and recommend innovative solutions.	E	
Developing self: ability to reflect on and identify own learning needs, and committed to learning new skills and keeping up-to-date with new technologies.	E	
Developing others: ability to facilitate and support the development of others within the team ensuring that knowledge and responsibility is shared.	E	
Planning and delivering: ability to work to tight deadlines and prioritising where appropriate while ensuring quality is maintained and continuously improved.	E	

5. Terms of Appointment

- This is a permanent post.
- The salary scale is £29,323 - £31,601. Successful applicant will normally be placed at the bottom point of the salary scale on appointment.
- Whilst the post-holder will initially be assigned to a designated base, there will be a requirement to travel to other campuses and beyond according to the needs of the post.
- The College reserves the right to change the designated base to meet with operational needs in the future.

6. Recruitment and Selection Process

How to apply

To apply, please email completed application forms to jobs@nrc.ac.uk

The closing date for applications is **17 August 2018 at 1.00pm**. Please note the onus is on the applicant to ensure applications are received by HR by the specified date and time.

Application is by completion of application form - **CVs will not be accepted**.

Applicants with a disability who require assistance will be facilitated upon request. Applicants who wish to receive an information pack in accessible formats are requested to advise Human Resources of their requirements as promptly as possible, allowing for the fact that the closing date for receipt remains the same for all applicants as noted above.

Equal Opportunities Monitoring

The Northern Regional College monitors applications for employment in terms of community background, sex, marital status, political opinion, racial group, disability, sexual orientation and family status.

You should note that this information is regarded as part of your application and failure to complete fully and return this part of your application may result in disqualification. The use and confidentiality of community background information is protected by the Fair Employment and Treatment (Northern Ireland) order 1998. It will be used only for monitoring, investigations or proceedings under the requirements of the above legislation.

Application Form

Applicants must clearly and fully demonstrate on their application form how they meet the essential and desirable criteria. The Northern Regional College may decide to interview only those applicants who appear, from the information they have provided on their application form, to be most suitable in terms of relevant experience and ability. It is essential therefore, that applicants fully describe on the application form how they meet each of the criteria for the role.

In the event of an excessive number of applicants the College reserves the right to move to desirable criteria.

Shortlist

After the closing date, the first stage in the selection process will be to conduct a shortlisting exercise. Applicants who have not fully demonstrated on their application form how they meet each of the criteria will not be progressed to the next stage of the process.

The Northern Regional College will shortlist solely on the information provided by the applicant on the application form. Members of the shortlisting panel will not make assumptions or take into consideration information known to them personally about any applicant.

Selection and Interview

Following the shortlisting exercise, a selection panel will form the next stage of the selection process. This will consist of a competency based against the essential criteria for the role. It is intended that the interviews will take place during August 2018.

Interviews will not be rescheduled to accommodate applicants who are unable to attend on the agreed date due to reasons such as holidays, as selection processes are normally completed on the day of interview.

If an applicant fails to present himself or herself for interview, it will be deemed that they have withdrawn from the selection process.

Applicants will be asked at interview to sign application forms which have been submitted via email.

Applicants attending interview are required to bring with them photographic identification. After the selection process, this documentation will only be retained for the successful applicant.

Notification of Successful Applicants

Selection panels **recommend** applicants for appointment. Applicants are advised that a **recommendation for appointment** is not an offer of employment and it must not be treated as such.

Offer of Employment: Appointment Verification

An applicant is deemed to have been offered the post only upon receipt of a formal written offer of employment from Human Resources Department, Northern Regional College.

A **formal written offer of employment** from the College, confirming a start date, will only be issued once the following have been received:

- The successful applicant's formal acceptance of the selection panel recommendation for appointment
- A satisfactory outcome to all elements of the College's vetting process, including Access NI Enhanced Disclosure Certificate.

Please note that successful candidates are required to pay the administration fee for the completion of the Access NI Enhanced Disclosure Certificate (which is currently £33).

The College vetting policy may be found on our website at www.nrc.ac.uk

Further information on Enhanced Disclosure Certificates may be found at: <http://www.nidirect.gov.uk>

Keeping of Records

All applicant records are kept in accordance with the General Data Protection Regulation. Records are kept to fulfil our statutory obligation to submit an annual monitoring review under fair employment legislation.

Equality monitoring forms are separated from the application form, and retained on file for one year. The equality monitoring form does not hold information that could reveal identity. All other documents relating to applicants who were not appointed are destroyed securely.

Should you be appointed to this post, your applicant records (with the exception of the equality monitoring form) will be transferred to your Employee Personnel file.

Equality and Diversity

The College is designated as a public authority for the purposes of the Northern Ireland Act. This Act makes it incumbent upon us as an organisation to comply with the Act and in particular with section 75 of the Act.

Section 75(1) of the Northern Ireland Act (1998) states that it is now the statutory duty of public authorities to have:

'due regard to the need to promote equality of opportunity between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation, between men and women generally, and between persons with dependants and persons without.'

As part of our commitment to section 75 the Northern Regional College promotes equality of opportunity in all of its activities. All staff are required to comply with the principles of the Equality Scheme and provide a supportive, fair, inclusive and welcoming environment free from any form of discrimination or harassment.

As part of our duty under section 75, all staff will receive awareness training on section 75 and follow-up training. As part of its implementation of this statutory duty, the College deems it mandatory for all College staff to participate in the awareness training and in subsequent training sessions.

Further Information

Should you have any further queries about this selection process, please contact Claire Gardner on 02825 664231.

7. Privacy Notice - General Data Protection Regulation

Northern Regional College (NRC) is committed to ensuring we comply with the Data Protection legislation (as supplemented and amended from time to time).

NRC is a “data controller” for the purposes of Data Protection legislation. This means that we are responsible for deciding how we hold and use personal information about you. This privacy notice explains how we hold and use any personal information we collect about you before, during and after your working relationship with us.

What personal information do we collect?

We may collect, store, and use the following categories of personal information:

- Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process and any information provided during the selection process).
- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- Gender.
- Marital status and dependants.
- Next of kin and emergency contact information.
- National Insurance number.
- Bank account details, Payroll records and tax status information.
- Salary, annual leave, pension and benefits information (including details about your pension beneficiaries).
- Start date.
- Location of employment or workplace.

- Identification Documentation (copy passport / driving licence etc.)
- Employment records (including job titles, work history, working hours, training & educational records and professional memberships).
- Safety and Accident records
- Compensation history.
- Performance information.
- Disciplinary and grievance information.
- CCTV footage and other information obtained through electronic means such as swipe card records.
- Information about your use of our information and communications systems.
- Photographs.
- Vehicle Registration details
- Working hours through manual and electronic timesheets
- Career break information

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about race or ethnicity, religious beliefs, sexual orientation and political opinions (in accordance with our Section 75 legal obligations)
- Trade union membership.
- Information about health, including any medical condition, health and sickness records.
- Information about criminal convictions and offences.

How do we collect personal information?

We collect personal information about candidates, employees, workers and contractors through the application and recruitment process, either directly from you or sometimes from former employers, an employment agency or background check provider.

We will also collect additional personal information in the course of job-related activities throughout the period of you working for us.

The purpose of our processing of personal information

We will need all the categories of information in the list above primarily to allow us to perform our contract with you and to enable us to comply with legal obligations. In some cases we may use your personal information to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests.

The situations in which we will process your personal information are:

- Making a decision about your recruitment or appointment.
- Determining the terms on which you work for us.

- Checking you are legally entitled to work in the UK.
- Paying you and, if you are an employee, deducting tax and National Insurance contributions.
- Liaising with your pension provider.
- Administering the contract we have entered into with you.
- Business management and planning, including accounting and auditing.
- Conducting performance reviews, managing performance and determining performance requirements.
- Making decisions about salary reviews and compensation.
- Assessing qualifications for a particular job or task, including decisions about promotions.
- Gathering evidence for possible grievance or disciplinary hearings.
- Making decisions about your continued employment or engagement.
- Making arrangements for the termination of our working relationship.
- Education, training and development requirements.
- Dealing with legal disputes involving you, or other employees, workers and contractors, including accidents at work.
- Ascertaining your fitness to work.
- Managing sickness absence.
- Managing employee relations issues
- Complying with health and safety, legal and Campus Operations obligations.
- To prevent fraud.
- To monitor your use of our information and communication systems to ensure compliance with our IT policies.
- To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution.
- Equal opportunities monitoring.
- To conduct data analytics studies on employee retention, sickness absence, pay rates etc.
- Ensuring compliance with flexi and working hours schemes

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

Processing Sensitive Information

We will use your particularly sensitive personal information in the following ways:

- We will use information relating to leaves of absence, which may include sickness absence or family related leaves, to comply with employment and other laws.

- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits.
- We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.
- We will use trade membership information to pay trade union premiums, register the status of a protected employee and to comply with employment law obligations.

Do we need your consent?

We do not need your consent if we use special categories of your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

Information about Criminal Convictions

Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us. We will use the information to make decisions about your engagement or continued employment in line with our Recruitment and Employment of Ex-Offenders and use of Disclosure Information Policy and Safeguarding Policy.

Data Sharing

We will share personal information with third parties where required to do so by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

The following third-party service providers may process personal information about you:

- Think People
- PTS (NI)
- OHRD

We require third party service providers to respect the security of your data and to treat it in accordance with the law.

We may share your personal information with other third parties, for example during to restructuring of the business, with our legal representatives, our sponsoring government department, governmental regulators (HMRC etc) or to comply with the law.

Transfer outside of the EU

We do not currently transfer personal information outside the EU. However, if this changes, you can expect the information to be held and used in a way that is consistent with and which respects the EU and UK laws on data protection.

Data Security

We have put in place measures to protect the security of your personal information. Details of these measures can be found IT Security Policy, Acceptable Use Policy, Network Acceptable Use Procedure etc].

Data Retention

We will only retain personal data for as long as necessary to fulfil the purpose we collected it for, for the purpose of satisfying any legal, accounting or reporting requirements.

Details of retention periods for different aspects of your personal information are available in our Retention policy which is available on the Intranet

Data Subject Rights

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information.
- **Request correction** of your personal information.
- **Request erasure** of your personal information.
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about their particular situation which makes them want to object to processing on this ground.
- **Object to processing** of your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information.
- **Request the transfer** of your personal information to another party.
- **Right to withdraw consent**

These rights are not absolute. Further information on data subject rights can be found on the Staff Intranet and College Website.

You also have a right to lodge a complaint with the Information Commissioner's Office if you believe we have not handled your personal information in accordance with the Data Protection legislation. In the first instance complaint should be made to the Company.

Failure to provide personal information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Automated Decision Making

We do not use automated decision making to make decision that will have significant impacts on data subjects.

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of personal information.

Contact details

Northern Regional College's Data Protection Officer is Des Hewitt:

Data Protection Officer
Northern Regional College
Farm Lodge Buildings
Ballymena
Co Antrim
dpo@nrc.ac.uk