

JOB DESCRIPTION

Job Title	Insights Specialist
Salary Range	£25,500 - £29,000 basic per annum (successful candidates will start at the base point of the above salary)
Hours of work	Full Time - 35 hours per week
Reporting to	Function Manager - Insights
Responsible for	Student Staff and Volunteers as required
Purpose of the Post	Responsible for: working with the Insights team to deliver the assigned objectives of the function. The Insights Specialist post is responsible for supporting, facilitating and developing the operations of the Union's Insights (Research & Analysis) function, including delivery of research activity, data analysis, data management and reporting.

ROLE SPECIFIC DUTIES

- **Responsibility for the delivery of specific activity in relation to assigned project aims-** delivering data and evidence to drive the work of the Union functions and rapid response activity. Directing resource and supporting the delivery of information to enhance the student experience within their course/department.
- **Responsible for the delivery of the Insights function** - Support the delivery of the agreed outcomes & requirements, support Focus function budget management, department resources and risk management, support the upholding and delivery of departmental objectives to fulfil the UPSU vision, values and strategy
- **Line management of Student Staff** - Where appropriate support the recruitment, induction and training of student staff, ensuring their understanding and adherence to expectation of work assigned, recognising their success and working with Line Manager to address any concerns
- **Oversight of Volunteers** - Support the recruitment of volunteers, induction and training, ensuring their understanding and development and recognising their successes.
- **Operational delivery and leadership for assigned projects, tasks and process for:**
 - **Coordinate & Deliver Insights Function Framework**
 - Support the line manager in developing and delivering the purpose and processes of an effective Insights function
 - Conduct an ongoing review and renewing of agreed framework and operational plan for the Insights function
 - Sharing responsibility for its delivery including the mechanism to provide evidence base data to inform all functions of the Union
 - **Coordinate and Deliver Research Function for the Union**
 - Support the delivery of organisational wide, robust research service programmes as developed with line manager
 - Utilising research platforms to deliver agreed strategies
 - Performance monitoring, quality assurance and reporting of research programmes
 - **Coordinate and Deliver Data Analysis Function for the Union**
 - Support the delivery of the analysis service of the Insights function
 - Providing reactive reports on request and proactive reporting to inform organisational activity
 - Developing the service ongoing with the line manager
 - Reviewing and renewing effective processes for managing analysis service, to ensure quality, relevance and effectiveness
 - **Coordinate and Deliver Single Source of Truth Data Set of Student Opinions**
 - Support line manager to develop and implement a framework to establish and maintain a single source of truth resource, including framework blueprint, data storage/archiving, cleaning

protocols and access Service Level Agreements (SLAs)

- **Critical University Partnership Support** - Support line manager to establish and maintain key partner framework. Maintain those relationships and establish and review key working agreements, e.g. Service Level Agreement (SLA) or Memorandum of understanding, to ensure sustainability of Insights function outcomes
- **Support development of & collaboration with external partners** - Continuously source broad, relevant and high quality external resources to support the Union in delivering HE landscape and sector trend data
- **Elected Officer/Student Volunteer Support** - Support the elected officers and relevant student executives and volunteers in their roles as required.

GENERAL DUTIES

- The Union operates on a matrix framework, so in addition to responsibilities relating to own job role all employees will be required to work on Union wide projects and may be required to manage people and resources outside their distinct role remit. At all times employees are required to work collaboratively with colleagues and elected student representatives across Union projects and work streams as required.
- All employees are individually and collectively responsible for understanding and complying with all statutory legislation and the Union's policies and procedures.
- All employees are individually and collectively responsible for working to the Union's values.
- To ensure that stakeholders' expectations are exceeded whenever possible employees will be required to support the gaining of and acting on feedback as part of day to day activity.
- The Union considers regular and ongoing personal development/training as essential to role delivery and Union development. It is expected that employees undertake any such development/training offered as is reasonably practicable.

[COMPETENCY AND RESPONSIBILITY FRAMEWORK](#)
[LINK TO PERSON SPEC](#)

OTHER DUTIES

The nature of the post will, at times, require additional commitment over and above normal responsibilities and hours. The requirements will always be commensurate with the role and employees are required to undertake such duties as requested.

I _____ (*print name*), by signing below, agree with the above Job Description

Signed: _____ **Date:** _____