

Job Title: Strategic Performance Assistant

Grade: 5

Salary: £26,707 to £31,236 per annum, pro-rata if part-time

Department: Strategy and Planning

Hours/Contract: Full-time or job share, fixed term contract till 31 May 2029

Job Family: Management and administration

Reference: 13398

Role Purpose

The role is responsible for delivering accurate and timely data to support internal and external reporting requirements. It focuses on improving data quality through proactive identification of issues and collaboration with service areas to enhance processes and systems. The post supports the preparation and analysis of data, and will develop and maintain data outputs, contributing to informed decision-making and the wider objectives of the business intelligence and reporting team.

Main Duties and Responsibilities

- Take responsibility for the generation of a wide variety of internal and external data sets and reporting products, ensuring accurate and timely data is provided to key stakeholders.
- Proactively identify data quality issues within data sets and proactively work with operational service areas to identify ways to eliminate these through process and system improvement.
- To support the generation and cleaning of data sets in preparation for further insight and analysis work by identifying gaps in data or processes and then facilitating the improvement of this.
- To generate and collate information in response to requests for data from internal and external stakeholders, including Freedom of Information Requests (FOI).
- To support with student survey activity and the administration of institution-wide surveys.
- To support with process documentation by writing, maintaining and updating clear, detailed, and step-by-step how to guides.
- To undertake any other duties as directed by line manager to support the achievement of wider team objectives based on the changing needs of the service.

Internal and External Relationships

Colleagues in professional services and academic roles across the University. This may include delegating data improvement tasks, providing technical training and answering queries.



Planning and Organising

- Working with others' diaries when organising internal meetings.
- Planning and organising own workload to ensure the provision of an efficient and effective service.
- Planning workload in up to a year in advance due to the cyclical nature of the position, prioritising tasks as and when they arise.
- Work as initiated by the line manager and by the requests for information by other Departments.

Qualifications, Knowledge and Experience

Essential

- Educated to A Level or equivalent in a subject requiring quantitative analysis or with a high level of numeracy (For example Mathematics, Computer Science, Economics, Sciences etc.) or have previous experience working in a directly comparable role relating to data or record management*
- Good working knowledge of the Microsoft Office package – particularly Excel*
- Experience of working with databases
- Experience of working with reporting systems
- Experience of working with managers of all seniority levels to understand data requirements and translate this into reportable outcomes

Desirable

- Experience of working in a Higher Education environment and with relevant data
- Experience of working with reporting tools used in the Division: Alteryx, Business Objects, Power BI
- Experience of working with the University's student record system: SITS

Skills, Abilities and Competencies

Essential

- Ability to assess data and information, and to identify problems and offer resolution where possible*
- Able to work with large data sets, and use a range of tools to undertake analysis on them*
- Able to use own initiative and judgment to resolve many problems independently and only refer problems when necessary*
- Ability to communicate clearly orally and in writing to ensure effective reporting
- Excellent Numeracy skills*
- High Level I.T. skills*
- Able to prioritise own work, and understand and support the work priorities of others*
- Able to work to a high level of accuracy and attention to detail*
- Able to work within a statutory return framework, and understand how to apply rules and regulations to the tasks being undertaken

****Criteria to be used in shortlisting candidates for interview***



Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

