

Position description

Systems and Reporting Specialist

Department/Unit	University Planning and Statistics
Faculty/Division	Office of the Provost and Senior Vice-President
Classification	HEW Level 7
Work location	Clayton campus
Date document created or updated	10 November 2016

Organisational context

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The **Provost and Senior Vice-President** is the Chief Academic Officer of the University and is responsible for: setting the university's academic strategy and priorities with view to improving the education and research performance of the university; oversight of faculties, academic related portfolios and university-wide centres and institutes; oversight of academic staffing including recruitment, development, reward and recognition, policies and procedures; strategic leadership for the delivery of academic programs; identifying and cultivating interdisciplinary areas of excellence and collaboration.

The mission of **University Planning and Statistics** (UPS), within the Provost and Senior Vice-President portfolio, is to support the development of strategic and operational planning and decision-making processes within Monash as set out in the University's strategy: Focus. Key objectives to ensure successful achievement of this strategy include co-ordination and monitoring of student load planning to achieve University goals and targets, monitoring and reviewing the University's performance in its core activities, and management of core university surveys providing insight into the student experience and outcomes to inform future service delivery. UPS aims to ensure decision making is evidence-based, via the provision of institutional research and analysis which supports effective strategic and operational planning and strategic decision making.

Further information regarding University Planning and Statistics may be obtained from the web site: <http://www.monash.edu/ups>

Position purpose

The **Systems and Reporting Specialist** has responsibility for the administration of, and statistical reporting associated with, the core evaluation surveys used within the University. Collaborating with stakeholders across the business, the incumbent will operate as a point of expertise undertaking complex reporting, analysis, and data integration, as well as keeping abreast of developments in technology and practices in the survey administration, design and analysis sector. In addition, the incumbent will work across a number of projects focused on the development and enhancement of data sets. The role will drive the centralised administration and reporting of student feedback outcomes to inform improvement across the University, and provide support to all systems managed by the unit.

Reporting line: The position reports to the Manager, Information Strategy and Surveys who will provide broad direction

Supervisory responsibilities: Not applicable

Financial delegation and/or budget responsibilities: Not applicable

Key responsibilities

1. Provide authoritative advice and information to faculty staff on the business rules, procedures and timelines associated with administering the University's core surveys, including the resolution of all student and staff system and data issues, and the provision of information and training sessions when required
2. Provide support in data analysis, reporting, query, resolution and quality checking to support the department to deliver an efficient, accurate and professional service
3. Undertake the business process activities required to administer surveys, including testing and quality assurance of all inputs and outputs, and the development of quality assurance processes to support new system developments
4. Prepare business need specifications for the survey data outputs, liaising with colleagues and internal development partners to ensure business needs are met
5. Undertake regular response rate monitoring and reporting, take an active role in providing customised response rate monitoring to teaching staff, including taking necessary targeted actions to engage with faculties and internal partners to increase response rates across the University
6. Develop and enhance survey templates using best practise approach, and develop and maintain documentation which outlines the business processes required to administer the unit's surveys
7. Provide authoritative advice to staff and students regarding the submission and reporting of survey data and privacy and confidentiality procedures to provide a source of accurate and timely information
8. Develop and maintain processes, resources and promotional material that increase survey completion and maximise the use and impact of survey insights, including the development of mechanisms to close the feedback loop with the student population
9. Develop data transformation and preparation processes to convert raw survey data into a format that supports the analytic needs of the unit and the wider university community
10. Identify and implement innovative solutions to the delivery of evaluation survey activities supporting the implementation of new technologies, processes and procedures that maximise the benefit to the University

Key selection criteria

Education/Qualifications

1. The incumbent should possess:
 - A degree with a quantitative component in an information technology, social sciences or related discipline and significant subsequent experience in a survey administration or reporting role,
 - or an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Advanced skills in business intelligence and data warehousing, and in the extraction and transformation of large and complex datasets (including demonstrated experience writing syntax in SQL and SPSS or SAS)
3. Demonstrated proficiency in preparing reports of statistical information and in developing automated processes to streamline the creation of these reports
4. Demonstrated high degree of initiative – with the ability to conceptualise complex problems and issues through a process of exploration and investigation, in order to understand the 'big picture' as well as component parts - with the ability to devise and implement effective and appropriate solutions
5. Experience in survey design, fieldwork and analysis in higher education or a large complex organisation is highly desired
6. Excellent analytical, data management, data integrity and data manipulation skills together with a strong attention to detail and problem solving skills
7. Ability to demonstrate a high proficiency of written and verbal articulation in presenting information, providing insight or outlining issues and resolutions
8. Project Management experience in implementing new systems and processes
9. Programming experience in a statistical/analytical environment, with the ability to document and operationalise data integration and business processes

10. Demonstrable commitment to working within an agile, collaborative and solution-focused environment where ongoing upskilling and cross-skilling is expected

Other job-related information

- Travel (e.g. to other campuses of the University)
- Peak periods of work during which the taking of leave may be restricted

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.