

Job Description

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| Job Title: | Manager, Data Analytics and Reporting |
| Department: | Co-operative and Experiential Education (CEE) |
| Reports To: | Director, Co-operative and Experiential Education Business Services |
| Jobs Reporting: | Analysts |
| Salary Grade: | USG 12 |
| Effective Date: | November 2022 |

Primary Purpose

The Manager, Data Analytics and Reporting (DART) in Co-operative and Experiential Education (CEE) is responsible for providing quality data, analytical support and reports, placed in its proper context, to a variety of internal and external stakeholders including, but not limited to, Co-operative Education, the Centre for Career Action, the Centre for Work Integrated Learning and the Work-Learn Institute , researchers within the University of Waterloo and other post- secondary institutions, Federal and Provincial governments, and other data sharing consortiums. Overseeing a team of analysts, the incumbent will be responsible for developing strategies and methods to identify converging and diverging information across stakeholder groups to provide an integrated and coherent context as may be necessary to address core business objectives.

The incumbent leads the design, implementation, and ongoing enhancement of data infrastructure necessary to collect, store, report and analyze data and trends related to co-operative education and work-integrated learning. The team develops the necessary models and projections to ensure that various strategic issues and priorities are critically examined and that the planning activities are grounded in sound and reliable evidence.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Data Consulting

- Guiding the DART team in building positive, productive, and collaborative relationships within CEE, across the University and with other schools
- Creating and implementing policies on how data is used for research and reporting including who has access to the data and ensuring privacy of information legislation is followed
- Ensure an understanding of the importance of data presented by developing a deep understanding of CEE processes and expected outcomes
- Act as a consultant to help assess project and program outcomes and to ensure interpretation of data is accurate
- Act as a consultant to ensure that various strategic issues and priorities are critically examined and that the planning activities are grounded in sound and reliable evidence
- The incumbent is accountable for the stewardship of data within the portfolio including:
 - Ensuring integrity of the data used in analysis and reporting
 - Ensuring privacy rules are followed
 - Providing a documented understanding of data to ensure accurate interpretation
 - Ensuring appropriate application of the data by establishing appropriate review and approval processes

Data Analysis and Reporting

- Develop and maintain reporting dashboards for CEE including:
 - Developing metrics to monitor key business outcomes for CEE
 - Provide performance reporting at the individual and team levels
 - Ensuring alignment and reporting for the University strategic plan dashboard

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- Provide analytics leadership by:
 - Presenting data insights in an efficient and easily understandable way to a wide variety of audiences and users, using various reporting formats and web technologies
 - On behalf of the University of Waterloo, provide leadership to the broad community of co-operative education and work-integrated learning
 - Researching new tools, systems and practices to recommend ongoing improvements in data analytics for CEE
 - Developing reliable forecasting and other models to inform and support planning
 - Building, testing and continually enhancing models for coop to inform impact of process changes
 - Knowledge translation of data into information
 - Providing leadership or co-leadership on specific data analytics and research projects, as required
 - Preparing and delivering presentations at internal and external meetings or conferences
 - Participating in relevant internal and external committees and councils, or events
- Conducting data analysis using best practice methodologies and consistent definitions to support evidence-based decision making and to identify trends
- Contribute to the development of strategic and operational plans for CEE

Data Warehousing & Infrastructure Development:

- Leading the design, implementation, and ongoing enhancement of data infrastructure necessary to collect, store, report and analyze data and trends related to co-operative education and work-integrated learning
- Developing the necessary models and projections to support strategic planning
- Developing data models, data definitions and reporting methodologies
- Ensuring the team acquires, develops, and maintains knowledge of best practices and tools needed for data acquisition, transformation, maintenance, and analysis.

Research

- Building relationships with research teams within the University and with the community of co-operative education and work-integrated learning
- Mining existing data to identify research opportunities
- Supporting academic research
- Driving market research and analysis for CEE
- Preparing competitive analysis

Team Leadership

- Providing overall leadership to the organization by personally championing the mission, vision, and guiding principles
- Participating in the creation of CEE goals and objectives
- Managing a team of analysts and coop students ensuring:
 - Effective team dynamics
 - Formal (performance appraisal) and informal feedback and coaching to team members
 - Development plans are established
- Finding creative ways to build capacity in the team by partnering with subject matter experts across CEE, the faculties and employer partners
- Modelling a constructive and critical approach to investigation and analysis
- Mentoring a positive and collaborative orientation among staff and colleagues.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Bachelor's Degree in Mathematics, Computer Science, Statistics or equivalent education and experience

Experience

- 3 year of progressively responsible experience performing duties related to data/statistical methods, applications, research and data analysis and reporting
- Demonstrated experience in creating business performance metrics at the organization unit, team and individual level

Knowledge/Skills/Abilities

- Demonstrated ability to build collaborative relationships across large complex organizations

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- Broad understanding of research methodologies and statistical analysis
- Demonstrated facilitation and presentation skills and the ability to build consensus and demonstrate diplomacy
- Strong communication skills ensure that insights are shared effectively
- Critical thinking skills and a natural curiosity to understand data relationships
- A desire to go beneath the surface of a problem, find the questions at its heart, and distill them into a very clear set of hypotheses that can be tested.
- Comfortable with predictive as well as descriptive analyses and narratives
- Knowledge of a wide array of technical disciplines, including statistics, visual analytics, modeling
- Demonstrated project management skills

Nature and Scope

- **Contacts:** Internal: CEE leadership team, CEE management team, University researchers, Information Systems and Technology, Institutional Analysis and Planning, collaborating with other areas on campus doing similar functions. External: Academic institutions nationally and internationally, co-operative, and experiential education organizations nationally and internationally
- **Level of Responsibility:** Leads a team of analysts, significant influence and inputs to CEE strategic plan, ability to influence co-operative education and work-integrated learning within the University, nationally and internationally. May participate in government organizations
- **Decision-Making Authority:** Waterloo's competitive advantage in the field of cooperative and experiential education is our breadth and depth of our student pool and our data. The incumbent has significant influence on the use of this valuable set of data.
- **Physical and Sensory Demands:** High variety of issues and people, deadline-driven
- **Working Environment:** Office based, very fast paced environment with new issues arising. Deadlines will require overtime.