

## Job Description

---

<b>Job Title:</b>	Manager, Data Analytics, Reporting and Research
<b>Department:</b>	Co-operative Education and Career Action
<b>Reports To:</b>	Director Operations
<b>Jobs Reporting:</b>	Analyst
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	April 1, 2017

---

### **Primary Purpose**

The Manager, Data Analytics, Reporting and Research 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, Centre for Career Action, Centre for the Advancement of Co-operative Education, researchers within the University of Waterloo and other post-secondary institutions, Federal and Provincial governments, and other data sharing consortiums. The incumbent will be responsible for 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 experiential education. 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.*

#### **User consultancy**

- Guide the team in building positive, productive and collaborative relationships within CEE, across the University and with other schools.
- Creating and implementing a policy on what and 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 and impact 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 the data has integrity for what it is being used for
  - Ensuring privacy rules are followed.
  - Providing a documented understanding of data ensuring accurate interpretation
  - Ensuring the appropriate application of the data by establishing appropriate review and approval processes.

#### **Data Analysis and Reporting**

- Create a reporting dashboard for CEE including:
  - Developing metrics and monitoring of key business outcomes for CEE
  - performance reporting at the individual and team levels
  - Ensuring alignment and reporting for the University strategic plan dashboard

## Job Description



<ul style="list-style-type: none"><li>• On behalf of the University of Waterloo, provide leadership to the broad community of experiential education</li><li>• Provide analytic leadership by:<ul style="list-style-type: none"><li>• Presenting data analytics in an efficient and easily understandable way to a wide variety of audiences and users, using various reporting formats and web technologies</li><li>• Researching new tools, systems and practices to recommend ongoing improvements in data analytics</li><li>• Development of reliable forecasting and other models to inform and support planning</li><li>• Build, test and continually enhance a business model for coop to inform impact of process changes</li><li>• Analysis of data using best practice methodologies and consistent definitions to support evidence-based decision making and to identify trends</li><li>• Translation of data into information</li><li>• Provide leadership or co-leadership on specific data analytics and research projects, as required</li><li>• Prepare and deliver presentations at internal and external meetings or conferences</li><li>• Participate in relevant internal and external committees and councils, or events</li></ul></li><li>• Contribute to the development of strategic and operational plans</li></ul>
<p><b>Data Warehousing &amp; Infrastructure Development:</b></p> <ul style="list-style-type: none"><li>• Leads the design, implementation, and ongoing enhancement of data infrastructure necessary to collect, store, report and analyze data and trends related to experiential education.</li><li>• develops the necessary models and projections to support strategic planning</li><li>• Development of data models, data definitions and reporting methodologies</li><li>• Ensure the team acquires, develops and maintains knowledge of best practices and tools needed for data acquisition, transformation, maintenance, and analysis.</li></ul>
<p><b>Research</b></p> <ul style="list-style-type: none"><li>• Build relationships with research teams within the University and with the community of experiential education.</li><li>• Mine existing data to identify research opportunities</li><li>• Support academic research</li><li>• Participate in market research and analysis,</li><li>• Participate in competitive analysis</li></ul>
<p><b>Team Leadership</b></p> <ul style="list-style-type: none"><li>• Provide overall leadership to the organization by personally champion the mission, vision and guiding principles</li><li>• Participating in the creation of CEE goals and objectives</li><li>• Manage a small team of analysts and coop students ensuring:<ul style="list-style-type: none"><li>○ Effective team dynamics</li><li>○ Formal (performance appraisal) and informal feedback and coaching to team members</li><li>○ Development plans are established</li></ul></li><li>• Find creative ways to build capacity in the team by partnering with academic researchers</li><li>• Model a constructive and critical approach to investigation and analysis</li><li>• Mentor a positive and collaborative orientation among staff and colleagues.</li></ul>

### **Required Qualifications**

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

<p><b>Education</b></p> <ul style="list-style-type: none"><li>• Bachelor's Degree in Mathematics, Computer Science, Statistics or equivalent education and experience</li></ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"><li>• 3 year of progressively responsible experience performing duties related to data/statistical methods, applications, research and data analysis and reporting</li><li>• Demonstrated experience in creating business performance metrics at the organization unit, team and individual level</li></ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"><li>• Demonstrated ability to build collaborative relationships across large complex organizations</li></ul>

## Job Description



- 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 small team of analysts, significant influence and inputs to CEE strategic plan, ability to influence experiential education within the University, nationally and internationally. May participate in government organizations
- **Decision-Making Authority:** Waterloo's competitive advance 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.