Job Description and Person Specification

Job title:	Research and Analytics Coordinator
Level:	Coordinator
Accountable to:	Director of Strategy and Funding
Hours:	37 hours per week
Salary:	Circa £30,000 per annum depending on experience

About the Academy:

The Fashion Retail Academy (FRA), founded in 2005, is the UK's leading vocational FE College specialising in fashion and retail education. We have charity status and make it our mission to inspire and develop talent for a specialist career in fashion retail. In September 2016 the FRA received an Ofsted Outstanding rating in all categories assessed, becoming the first in London, and third nationwide under the current inspection framework. We now deliver to over 1,300 students a year across our Higher Education, Further Education and Apprenticeship offers and continue to grow.

Purpose of Job:

Working within the Strategy and Funding team you will contribute to driving strategy and informed decision making, improving the marketability of the FRA, enhancing the quality of programmes by identifying areas of improvement, assessing the impact of intervention and forecasting in order to improve forward planning.

Duties and responsibilities:

Coordination

- Work with teams across the Academy to deliver analytical projects
- Project manage small and medium size research projects
- Coordinate supplier and stakeholders' activities for commissioned research
- Build and manage data analysis library, maintaining intranet page or similar to relevant work more widely within the organisation
- Advise on the development of standard reports for use in driving organisational improvements

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Data analysis

- Bring together information from variety of sources to provide actionable insights
- Assist in developing reference materials including key definitions and data product standards – helping to clarify interpretation
- Source and extract data from multiple systems and datasets, working with appropriate teams to secure access and build appropriate domain knowledge
- Build datasets from range of sources to support analysis
- Quality assure all work produced, building in controls to ensure consistent and accurate output
- Apply processes to link multiple data sources for enhanced insight – ie matching individual learner and profile data via postcodes
- Apply statistical techniques to identify patterns, trends and establish correlations
- Identify key messages and implications from information interrogated.

Reporting and visualisation

- Create high quality visualisations, using a range of software, to convey findings to target audience
- Create analytical products to disseminate analytics around key business processes / themes
- Draft narrative reports to high standards which summarise insights gained from data analysis activities and follow these through to implications

Forecasting / modelling

- Build on established forecast models to improve parameterisation and forecast methods, refining and evaluating accuracy of predictions against actuals.
- Develop costing models

Research

- Assist in the design of research approaches, using qualitative and quantitative methods, to answer key business questions
- Participate in workshops and focus groups with learners and other stakeholders, capturing and synthesising insights
- Design and conduct evaluations of interventions, devising data capture and analysis methods to assess efficacy
- Design and successfully implement questionnaires on varying themes, which provide robust insights

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Other

- Build domain knowledge around FRA operating context and bring this to research and analytical work
- To perform any other duties consistent with this position as may from time to time be assigned to you anywhere within the Academy.
- To be committed to your own development through effective use of the Academy's performance review scheme and staff development processes.
- To support the delivery of the Academy's strategy as it relates to this position.
- To work collaboratively with the wider business and support the work of academic, curriculum and support functions teams as may reasonably be required in the delivery of the Academy's strategic plans.
- **Safeguarding**. Comply at all times with the FRA's safeguarding policy and play an active role in keeping students secure in their learning environment.
- **Equality and diversity**. To be committed, adhere to and promote the Academy's Equality and Diversity policy at all times.
- **Health and Safety**. Abide by and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection**. To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the processing and management of all personal data.

Person Specification		
	Essential	**Desirable**
Knowledge	• Excellent knowledge of basic MS Office packages, including Word, PowerPoint, and Outlook • Knowledge of relational databases • Understanding of SQL • Understanding of post-16 education setting • Principles of data visualisation • Understanding of qualitative and quantitative research methods • Understanding of research methods and processes •	• Knowledge of technical systems and their integration • Knowledge of SharePoint • Knowledge of BI tools and their application • Good understanding of SQL (some basic scripting) • Knowledge of REMS Civica, ProAchieve and / or college MIS systems • Understanding data mining processes • Understanding of linear regression

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	Essential	**Desirable**
Skills	- Advanced/exceptional Excel skills, including vlookups and pivot tables - Excellent analytical and problem-solving skills - Ability to analyse complex data and present summarised and accessible findings, including visualisations - Good written and verbal communication skills - High level of numeracy - Ability to create basic models to underpin forecasts - Meticulous attention to detail, working to high levels of accuracy - Ability to pick up new applications and software quickly - Good organisational ability and planning skills - The ability to work accurately and at pace	- Ability to write clear and concise reports - Good technical understanding of one or more data analysis packages, such as SQL Server, including SSRS features, Access, SAS and SPSS

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	Essential	Desirable
Experience and qualifications	• Degree or equivalent in relevant discipline • Experience of research, analysis or highly analytical role • Experience of operating database and analytical software and producing analyses • Experience with one or more analytical software packages • Experience of developing and implementing effective quality assurance systems • Some proven experience in project and process management	• MSc or equivalent in a numerical, analytical or research-based degree • Experience of implementing systems in an education environment • Experience of line management and performance-by-objective systems • Experience of working with students

	Essential	Desirable
Attributes / personal characteristics	• Customer-orientated Approach • Ability to work well with complexity • Curiosity and enthusiasm for generating insight • Excellent communication skills, verbal and written • Sense of initiative and a flexible approach to working • Proactive and positive attitude to new and existing challenges • Strong interpersonal skills, ability to work effectively within and across teams	

Living and practicing the Fashion retail Academy's values:

PROFESSIONAL – working with the utmost of honesty and integrity in all that we do, we care about the outcome

GOING THE EXTRA MILE – more than a statement, it's a state of mind. We have rigour and a relentless focus on the outcome, exceeding the expectations of our stakeholders.

INSPIRATIONAL – We motivate people to achieve great things and through demonstrating passion in our actions we are role models for others.

FLEXIBLE APPROACH – working collaboratively at all time we are adaptable and responsive to changing circumstances. We think and act creatively and are prepared to find new ways of achieving the outcome.

COLLECTIVE RESPONSIBILITY – every staff member takes responsibility for the FRA's direction of travel and innately understands how their work contributes to our strategic plan.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indicating of the areas of activity and may be amended from time to time in the light of the changing needs of the organisation. **FAST FORWARD YOUR FASHION CAREER**

![Fashion Retail Academy logo]

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