



Classification	Administrator
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JOB DESCRIPTION

DIRECTOR, ANALYTICS AND INSTITUTIONAL RESEARCH

SUMMARY SCOPE OF WORK

The Director of Analytics and Institutional Research will spearhead the strategic development and management of the university's data infrastructure for the purpose of strategic enrollment management. This role demands effective collaboration with internal and external stakeholders to bolster data-informed decision-making and ensure robust data governance. The ideal candidate will have a proven track record in leading high-performing data teams, a strong foundation in technical and analytical disciplines, and the ability to distill complex data insights for diverse audiences. Key responsibilities include promoting data literacy, advancing the university's data science capabilities, and ensuring these efforts align with the strategic goals of the institution. This role is remote/hybrid, and the successful candidate will lead a team of 3-5 remote analysts. This role reports to the Associate Vice-President of Strategy, Analytics and Transformation.

Data Infrastructure & Literacy

1. Collaborate with Digital Technology Services (DTS) to design, implement, and manage a robust data infrastructure that includes data warehouses, data lakes, and data pipelines, ensuring high data quality and scalability to support strategic enrollment management.
2. Contribute to the development and implementation of data governance policies and programs to ensure data integrity, security, and compliance with Ministry requirements and other regulations.
3. Develop and implement a data literacy training program to enhance data literacy and analytical competencies across the university.
4. Communicate complex data concepts and insights to non-technical constituents, strengthening data-informed decision-making across the university.
5. Collaborate with key senior leaders to identify data needs and ensure that the data, analysis and research scope and priorities align with university strategic objectives.
6. Identify and implement opportunities for automation and continuous improvement.
7. Contribute to the experimentation, assessment, and integration of responsible AI and ML technologies to enhance analytical capabilities and provide advanced insights for strategic decision-making.

Analytics, Research & Reporting

1. Oversee analytics and research activities, including the collection, analysis and reporting of data related key enrollment indicators, key performance indicators, visualizations, institutional surveys, and relevant research projects.
2. Conduct research and rigorous statistical analyses for projects related to strategic enrollment management.
3. Prepare and present research reports and findings to executives, senior leadership, and other relevant constituents.
4. Investigate higher education trends, best practices, and benchmarking data to support strategic planning and decision-making.



5. Ensure accurate, polished, and timely submissions of all Ministry reporting requirements, including the Central Datawarehouse, annual Institutional Accountability Plan and Report, and Ministry surveys.
6. Monitor and adapt to changes in Ministry data and reporting requirements to maintain institutional compliance.
7. Act as the university's primary liaison with the Ministry, representing the institution at sectoral and professional meetings.
8. Manage internal and external information requests, such as Freedom of Information and media inquiries, ensuring accurate data collection and interpretation.

Leadership & Strategy Support

1. Mentor, coach, and develop a high performing team to deliver timely, scalable, and quality data and research products.
1. Develop short and long-term roadmaps for the team to advance the University's strategic priorities and goals.
2. Identify growth opportunities (including cross team collaborations) for each team member to promote a culture of accountability, continuous learning, and development.
3. Encourage innovation, responsible experimentation and effective problem-solving to serve as trusted partners in data-informed decision making for the University.
4. Meet budgets and timelines in an agile environment with complex priorities and competing demands.
5. Support the AVP Strategy, Analytics and Transformation with implementing strategic initiatives.
6. Participate in a range of university committees/working groups and act as a designate or delegate on behalf of the AVP Strategy, Analytics and Transformation as requested.

Required Knowledge, Skills, and Abilities

Technical

- Proficiency in managing large datasets, conducting complex data analysis, and utilizing database management systems (e.g., skilled in SQL, NoSQL, and other database technologies).
- Proficiency in programming languages for data manipulation, automation, and analytical model development (e.g., Python, R etc.).
- Ability to perform advanced statistical analyses including regression analyses, predictive modelling, and awareness of machine learning algorithms.
- Understanding of research methodologies and experience in designing, conducting, and analyzing institutional research studies.
- Familiarity with data visualization and survey platforms (e.g., Tableau, Power BI, Survey Monkey, Qualtrics etc.)
- Familiarity with higher education tech stack is preferred (e.g., Student Information Systems, Learning Management Systems, Enterprise Resource Planning Systems, Curriculum Management Systems etc.)
- Familiarity with software development, product management and lean start-up principles
- Knowledge of the relevant tech stack for deploying scalable data storage and analysis (e.g., cloud services, big data technologies etc.)

Non-Technical

- Demonstrated effective leadership with strong emotional intelligence for mentoring and developing a high performing team of analysts and researchers.
- Demonstrated ability in fostering relationships and leading collaborative opportunities across the organization.
- Demonstrated expertise in structured problem solving, resourcefulness and implementing rigorous solutions.



- Exercises sound judgment, integrity and discretion when working with confidential and sensitive information.
- Thrives in a fast-paced, high pressure and constantly changing environment with competing demands.
- Demonstrated ability to communicate data-informed recommendations to a range of audiences, leading to positive action and changes across the organization.

Required Training and Experience:

- Master's degree or higher in Data Science, Computer Science, Information Management, or a related field.
- Minimum of 8 years of experience in data management, analytics, or a related field, with at least 3 years in a leadership role.
- Experience and proven track record in designing and implementing data infrastructures, including data warehouses, data lakes, and ETL (Extract, Transform, Load) processes.
- Experience and proven track record of leading and delivering complex analytics and research projects to support organizational priorities.
- Experience in consulting, higher education or a related sector is preferred.
- Experience in leading remote and/or hybrid teams is preferred.