

PHES Data Analyst

Job Description

0.8 FTE

About us

Professional HE Services (PHES) is an umbrella company for membership organisations in the UK Higher Education sector. PHES is the corporate “parent” to nine Special Interest Organisations (SIOs), and between them, these organisations support universities with assuring owned/managed student accommodation (ACOP), legal affairs (AULP), estates and FM (AUDE), finance (BUFDG), internal audit (CHEIA), campus and commercial services (CUBO), strategic planning (HESPA), learning spaces and technology (SCHOMS), and human resources (UHR). We are a not-for-profit organisation and currently employ approximately 50 staff across the UK.

About the role

PHES has grown considerably in recent years and is now a multi-association professional services organisation managing significant operational, financial, membership, event, engagement and HE sector data. Although this data is well managed and linked across multiple systems, PHES has further opportunity to turn it into insight that supports better decisions and services.

The PHES Data Analyst will become an essential part of the team, providing strategic leadership for PHES’s data systems and taking responsibility for the development, quality, governance and effective use of our data platforms and functions.

This new role will provide the analytical capability required to support evidence-based decision-making with our associations, improve operational efficiency, strengthen member services, and underpin PHES's ambitions around digital transformation and AI adoption.

Whilst reporting and analysis remain important components of the post, the greatest long-term value will come from establishing dedicated leadership of PHES's data ecosystem and ensuring that data is managed as a strategic organisational asset.

In practice, the role will combine hands-on analysis and reporting with longer-term responsibility for improving how PHES collects, structures, governs and uses data. The post-holder will help colleagues turn data into practical insight, while also strengthening the foundations needed for reliable reporting, automation and future digital development.

The role is expected to work with PHES’s current and developing data environment, including Microsoft Fabric, Power BI, SQL-based data structures, CRM and membership data, website analytics, event and engagement data, and other systems used across PHES and its SIOs.

The post-holder reports to the PHES Managing Director and has no line management responsibilities but will work closely with the whole PHES team and external stakeholders.

This role will be UK home-based, with some travel to the Loughborough office, including two PHES team meetings each year, and occasional overnight stays. There may also be sporadic office working in Loughborough to meet and work with colleagues.

Roles and responsibilities

Data Governance and Strategic Data Ownership

You will need to...

- Act as the organisational lead for data governance, ensuring data is managed as a strategic asset across PHES and its SIOs.
- Provide data oversight for new system developments, website enhancements, surveys, registration processes and reporting initiatives.
- Define and maintain data standards, structures, taxonomies and governance frameworks.
- Assess the impact of system and process changes on data quality, reporting capability and future analytical requirements.
- Ensure consistency and alignment of data across multiple systems and platforms.
- Identify opportunities to improve automation, efficiency and data accessibility.
- Ensure compliance with data protection legislation, governance requirements and organisational policies.
- Reduce duplication of data collection and promote a single source of truth wherever possible.

Data Quality and Data Stewardship

You will need to...

- Monitor and evaluate data quality across membership, website, events, finance and engagement systems.
- Identify, investigate and resolve data inconsistencies, gaps and anomalies.
- Lead data cleansing and improvement initiatives.
- Develop and maintain data dictionaries, documentation and metadata standards.
- Establish and promote best practice in data management and stewardship.
- Implement processes and controls that improve confidence in organisational data.
- Work with colleagues and suppliers to improve data accuracy, completeness and consistency.
- Provide guidance and training to help staff use data effectively and confidently.

Data Analysis, Insight and Business Intelligence

You will need to...

- Develop meaningful insights that support organisational decision-making and strategic planning.
- Design, build and maintain dashboards, KPI frameworks and management reports.
- Analyse trends relating to member engagement, retention, participation, events, website activity and organisational performance.
- Develop benchmarking frameworks and comparative analysis across SIOs and sector datasets.
- Create sustainable reporting solutions that reduce reliance on manual, ad hoc reporting.
- Identify emerging patterns, opportunities and risks through proactive analysis and intelligence gathering.
- Communicate complex data insights in a clear and accessible manner to a range of stakeholders.

Cross-SIO Data Development and Collaboration

You will need to...

- Work across PHES and its SIOs to identify common reporting requirements, challenges and opportunities.
- Support the development of shared metrics, frameworks and approaches that deliver value across multiple associations.
- Facilitate the sharing of good practice in data collection, analysis and reporting.
- Contribute to benchmarking, collaboration and sector intelligence initiatives.
- Support Executive Directors and senior stakeholders in understanding and utilising data effectively.

Digital Transformation and Data Architecture

You will need to...

- Support the ongoing development of PHES's data infrastructure, reporting capabilities and digital ecosystem.
- Contribute to data architecture design, system integration and data flow optimisation.
- Ensure data requirements are considered throughout digital transformation projects.
- Support the development of scalable reporting and analytical solutions.
- Work with internal teams and external suppliers to improve interoperability between systems.
- Promote the adoption of modern data management and analytics practices across the organisation.
- Support the preparation, governance and enhancement of datasets used for automation and AI initiatives.

You must be

A 'self-starter' who thrives in a small team environment

You will need to...

- Have a friendly, open, and supportive manner towards other team members.
- Display excellent organisational skills, work independently, and juggle multiple work streams with competing priorities to meet deadlines.
- Produce work to a professional standard and with attention to detail.
- Use your excellent IT skills including Word, Excel and email, and be open to using AI tools where they may be useful in your role.
- Have a flexible approach to team working – sometimes working outside normal office hours, for example when organising or attending events.
- Commit to always observing the organisation's [Equity, Diversity and Inclusion Policy](#).
- Have a willingness to undertake further training.
- Be prepared to develop within the role.

You must also have

- Strong practical experience of working with data tools and platforms, including Microsoft Fabric, Power BI and SQL, with the ability to design, build and maintain reliable reporting and analytical solutions.
- Ability to work with data from multiple systems, including cleansing, validation, integration and documentation.

- Excellent verbal and written communication skills.

You might have

- Experience of developing or supporting data pipelines, automated data flows or system integrations.
- Experience of working with CRM, membership, website analytics, events or engagement data.
- A degree.
- Experience of working in a membership organisation.
- Experience of working in or with the HE sector.

We will offer

- A **0.8 FTE** role (29.6 hours) with an open-ended contract.
- A competitive salary at **Grade 7 (£36,636 - £46,049 pro-rata)** dependent on qualifications and experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer contribution rates**, together with life insurance.
- **30 days' holiday pro rata** plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- Employee Assistance Programme.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.