



**JUNIOR BUSINESS INTELLIGENCE
DEVELOPER**

RECRUITMENT PACK



The City
of Liverpool
College

CONTENTS

Welcome	3
About Us	4
Strategic Plan	6
Job Description	7
Person Specification	8
Interviews - What to Expect	10
Testimonials	15

WELCOME!



Dear Candidate,

Thank you for your interest in the Junior Business Intelligence Developer role at The City of Liverpool College. We hope the information in this pack gives you an insight into who we are and the communities that we work with, as well as setting out our strategic direction.

It's an exciting time to be joining the College. As an anchor institution within the City Region, the College serves 10,000 learners each year from a diverse variety of backgrounds. With state-of-the-art facilities and TEF Silver status for Higher Education provision, the College is home to groundbreaking innovation and involved in a wide variety of exciting new developments across the city.

We are seeking people who share our culture and values to join our committed and dedicated team.

We encourage applications from people of all ages, ethnicities and life experience who not only reflect the College's values, but also represent the diverse, vibrant communities across our city.

We place a high value on our employees and the successful candidate will have access to a variety of exciting possibilities to advance both personally and professionally. You will also join a friendly, working environment and have access to a range of generous staff benefits and great opportunities for development and progression. We really care about our people and will support every aspect of your wellbeing and your career development.

If after reading the job advert and role details you are excited about the possibilities of joining the College and feel you can make a positive contribution to our organisation, we would love to hear from you.

Thank you for your interest and we look forward to receiving your application.

ABOUT US



The City of Liverpool College occupies a unique space in the Liverpool City Region, and is the biggest FE College in Liverpool, the City Region, and much of the North West. We offer an unparalleled breadth and depth of courses to a diverse variety of students across a wide-ranging curriculum: from entry level to degree; from apprenticeships and vocational skills to higher education and professional courses; from short, sharp courses focused on upskilling and career progression to full-time provision that develops the next generation of talent for the City Region's businesses.

Every year we enrol over 16,000 students from across the City Region, coming together to form a diverse and inclusive student body. Our students benefit from dynamic links with employers and communities and a strong sense of place; the College has a long and rich history within the City of Liverpool and strong links to the communities and people that it serves. Liverpool is a city with a strong and storied sense of place, from our successes on the international stage in football, music and medicine to the history that marks the city landscape around every corner.

It is also a city that has suffered, and continues to suffer, from significant socio-economic disadvantage and other inequalities. These issues have only been further exposed during the coronavirus pandemic, which will have a long-lasting impact on the City Region. The pandemic has caused a huge amount of hardship and distress but it has also shone a light on the City Region's resilience, innovation and a compassionate community spirit.

As an anchor institution within the city, the College has a key role to play in supporting the City Region to 'build back better' – driving sustainable improvements in economic growth, health and wellbeing and issues of disadvantage and inequality. We're continuing to work with employers to ensure every aspect of our curriculum is responsive to current and future industry need, and that our students are challenged to succeed. We're reaching out to our communities to form critical partnerships that test our thinking and ensure we meet their needs through both intent and design – committing to doing better every year than we did the year before.

Most importantly, we're committed to preparing our students beyond a qualification. Every student that comes through our door should be supported to achieve and progress with the skills and expertise they need for that crucial next step, whether that's into education or employment, and with the aspiration and confidence to lead in their own right.

SUPPORT STAFF



Salary up to: £27,295
,Permanent (SharEd Contract)

Location

The City of Liverpool College have five locations across the city centre. You could be based at any one of these dependent on the school or department. There may also be the case to work across sites during your working day or week.

Working Hours

FTE working hours is based of 35 hours per week between Monday-Friday. There may be some requirement of weekend or evening work. The College offer hybrid and flexible working possibilities.

Leave Entitlement

You are entitled to 25 days paid annual leave each holiday year. Staff will accrue an additional 1 day of annual leave each year in the first 5 years of employment (30 days paid annual leave after 5 years' service). Staff will also receive all Christmas and Easter college closure days off.

Pension

Aviva for SharEd staff. Employees contribute 5% and the employer's contribution is 5%. Additional voluntary contributions will be matched up to 10%.

Probation

6 months (1 week notice during probation unless management role, then 1 month).

Salary Progression

Future pay awards directly linked to the performance of the company and affordability.

Benefits

The College provides you with a generous package of rewards and benefits, along with opportunities for ongoing professional development. Benefits include access to employee discount platform, subsidised travel, access to EAP and health cash plan.

Sick Pay

SSP during probation followed by occupational sick pay after this period of:
4 weeks full and 4 weeks half (in addition to SSP)
8 weeks full and 8 weeks half (in addition to SSP) after 3 years' service.

Notice Period

1 month or 3 months if management.

Equality, Diversity and Inclusion

At The City of Liverpool College everyone matters. As a college we are committed to promoting a safe, diverse and inclusive working environment and creating opportunities for all. One of the ways we do this is through the development of staff network groups. The groups give members the opportunity to collaborate share experiences and identify challenges for all under-presented groups and individuals within the college.

Our current Staff Network Groups are:

- BAME
- LGBTQ+
- Disability

We've also recently implemented a cross-college mentoring scheme, working with staff from underrepresented groups to ensure they have access to support, mentoring and progression opportunities.

STRATEGIC PLAN

Our Strategic Plan 2021-2025 provides an overarching framework to support and inform the strategies which sit beneath it: our curriculum strategy, informed by economic drivers and the best of industry insight and innovation; our dynamic approach to business development and partnerships with stakeholders; our investment in cutting edge facilities and a flexible and responsive

learning environment; our extensive and holistic approach to student support.

The plan sets out the strategic direction and aspirations of the College and reaffirms our commitment to prioritising their needs: businesses, communities, and, most importantly, our students.

Our Strategic Goals

Strategic Goal #1



World-class skills for business

Operating as “The College for Business”, with a focus on current need and industry innovations and supporting the post-pandemic recovery and economic growth across the City Region.

Strategic Goal #2



Delivering an outstanding student experience

Tailoring our approach to the needs of our learners, our city and our communities as part of a dynamic partnership with all three.

Strategic Goal #3



Developing talent for sustainable employment

Upskilling, reskilling and generating the talent of the future through a focus on careers, not courses.

Our Strategic Enablers

Strategic Enabler #1



Turning disadvantage into advantage

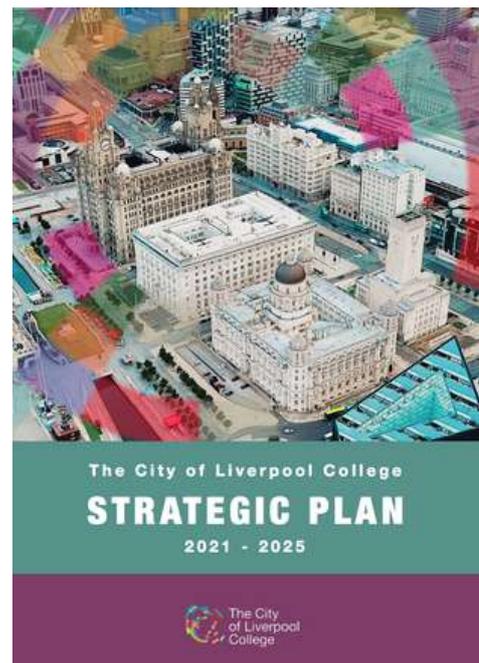
Recognising our student cohort and delivering an experience tailored to their needs, taking a student-centred approach ('the whole student').

Strategic Enabler #2



Systems thinking by critical thinkers

Changing the *culture* across the College from top to bottom to realise an impact that goes beyond individual actions ('the whole college') as a crucial part of the City Region's education and skills system.



JOB DESCRIPTION

The Role

Responsible to: Business Intelligence Team Leader

This role is an opportunity for an ambitious candidate to join a fast-paced team supporting the City of Liverpool College Business Intelligence Team.

The successful candidate will be part of the Reporting & Data Analytics team within the Business Intelligence function, improving existing reporting and integrating with the wider data warehouse and using a range of analytical and statistical techniques to provide information and insight to support the College. The candidate should have some experience working as part of a BI or MIS team and display some proficiency with SQL or other data manipulation techniques. Knowledge of Power BI would be beneficial, but support and training will be provided.

You should have a good eye for detail, good written and oral communication skills and the ability to be proactive in building strong relationships with customers in order to grow demand and trust in information and the service.

Position Description

Key Accountabilities & Responsibilities:

1. Support development and improvement of new and existing BI products
2. Have an understanding of statistical techniques and how to present data to a range of audiences
3. Able to communicate with both technical and non-technical colleagues and customers
4. Be able to identify opportunities to add value
5. Comply with internal and external health and safety guidelines, instructions and regulations
6. Comply with GDPR requirements and responsibilities when handling and processing data
7. Help to ensure through good working practices that the objectives, values and aims of both MIS Directorate and the Group are achieved on time
8. Participate fully in
 - o Staff Development and practice
 - o In-service training opportunities which are made available
 - o Delivery of in-service training to others in the area of specific responsibility
 - o The Appraisal Scheme

PERSON SPECIFICATION

Personal Attributes, Qualifications & Experience	Essential	Desirable
Educated to degree level or equivalent experience in a relevant area		√
Experience in a Business Intelligence setting	√	
Experience in the Education Sector		√
Know and can apply a range of statistical and analytical techniques	√	
Knowledge of SQL, ability to self-serve for data		√
Able to communicate complex ideas and analysis to non-technical professionals and management	√	
Experience of working with stakeholders, colleagues and partners to gather requirements and understand the purpose and goals to deliver insightful and meaningful reports and analysis		√
Experience of large, complex datasets		√
Outcomes focused with a track record of delivering quality outputs that meet and exceed the needs of the customer	√	
High level of accuracy and focus on detail	√	
Able to work as part of a team	√	

PERSON SPECIFICATION

Ability to be flexible; Able to respond quickly to changing priorities and to manage own workload to meet deadlines without compromising on quality	√	
A creative approach to problem solving		√
A desire to learn and develop new skills and challenge yourself	√	
Knowledge of reporting tools e.g. Power BI, SSRS etc		√

INTERVIEWS: what to expect

We've made significant changes to our recruitment practices to ensure a streamlined, non-biased and effective process is followed. In 2020, the college brought into effect blind shortlisting, enabling managers to view applications for all roles without any personal information being disclosed. Only at the time of completed shortlisting will managers find out personal details such as name or contact details. For all management posts, any candidate who meets all essential criteria and identifies as BAME will automatically be shortlisted for interview, helping us to continually increase representation and diversity at all levels.

Candidates will be appointed based on relevant qualifications, experience and skills and whoever is most suited to the job.

To apply for a role at The City of Liverpool College, there are a number of stages which you must go through, in line with our recruitment policy and commitment to Safer Recruitment.

Each stage of the recruitment process is outlined below. Throughout the recruitment journey you will be contacted by email. If you require any assistance or to answer any questions, contact our recruitment team any time at askrecruitment@liv-coll.ac.uk.



YOUR APPLICATION & INTERVIEW

To get started, you will need to complete an online application on our website. This is the first stage of the process, where you will provide key information about your skills, abilities and suitability for the specific role. The hiring manager will only see your application at this stage and will not see your name or any other personal details. When the post is closed for applications, shortlisting will take place against the advertised criteria.

It is important not to rush your application, and to include as much detail as possible.

Points to remember:

- 1. Review the job specification** when completing the application. You should include information relating to the key points in the job and ensure all information is accurate and honest.
- 2. Supporting information** is an important element of the application. This is where you are able to tell us about yourself and your skills and knowledge. This is also where you will state why the hiring manager and the college should choose you. The supporting information can also include any additional points which may not have been covered elsewhere in the application.
- 3. Always review** the application in full before submitting. Once submitted, you will not be able to alter or change parts of the application form.
- 4. Please do not submit a second application.** If you have any issues with the first, please contact our recruitment team.
- 5. Adverts may close sooner** than the closing date if there are a high number of applications, please do not leave your application until last minute.

Whilst completing the application, please make sure you:

- 1. Provide all details** of education and qualifications you may hold.
- 2. Provide full employment history** (most recent being first).
- 3. Provide any gaps** in employment.

You will also be asked for reference information. References are not sent prior to interview and if you are successful in appointment, we will let you know before we contact your referees. Unfortunately, The City of Liverpool College is not able to sponsor any work permits. Full Right to Work (RTW) must be in place for employment at the college.

The City of Liverpool College has a duty to collate equality information on all applications received. The information you supply during this process is used for reporting only and is not made available at any point to the shortlisting or interview panels. Capturing this information helps us to consider how effective our policies on promoting equal opportunities and valuing diversity are. It will never be used to decide who will be offered the job.

We offer a guaranteed interview scheme for applicants who consider themselves to have a disability or who are from a minority background and who meet the essential criteria stipulated in the person specification. This is the only personal information the shortlisting or interview panel will openly see.

If you do consider yourself to be disabled or have any long term health issues and require support in the application, attending interview or any tests as part of the selection process, please let our recruitment team of any reasonable adjustments you need. This will enable us to support you in maximising your ability to gain employment with us.

YOUR APPLICATION & INTERVIEW

Shortlisting

If your skills, knowledge and experience match the requirements which are stated in the person specification, you will be shortlisted for the position. You will be invited to attend interview for the next stage of the process.

Shortlisting is carried out by the hiring manager and interview panel members. The shortlisting process is based on your application form meeting the person specification.

You will be contacted via email to attend interview. Please note these emails may go into your junk or spam.

Interview

All candidates that are shortlisted are invited to attend interview via email. This may go into your junk or spam inbox. You will be sent a link to select an interview time and provided with any additional information you may require, for example whether there are any tests or practical sessions as part of your interview.

Once you have selected an interview time, you will be sent a confirmation email which will confirm interview details including location, date and time. Interviews may be held face to face on site or may be held remotely online. If remote, you will be sent a separate email link for the interview.

We use a range of selection methods to ensure the best candidate is selected for the role. Depending on the role you have applied for, you may be asked to undertake a test, task or a microteach. For more senior roles you may be asked to complete psychometric tests prior to your interview. These tasks will help the hiring manager assess your suitability for the role and they will always be relevant to the role you have applied for.

Below are some helpful tips for your interview:

1. **Research** the college and the specific role you have applied for and ensure you have read through the person specification.
2. During the interview, ensure **eye contact** to engage with the interview panel, also be aware of your body language.
3. Think and **prepare a list of questions** you would like to ask the interview panel. You will always be given the opportunity to ask questions at the end.
4. **First impressions** always count, be professional and friendly and ensure you are looking smart for the interview. This will still apply if your interview is remote, ensure your surrounding area is appropriate and practical for the interview.
5. If your interview is face to face, **plan your journey** into the college, know where to park and allow time for any traffic or issues. If you are delayed for any reason, please contact the main reception.

We wish you the very best of luck with your interview with us.

Interview Outcome

After interview, if you are successful, you will be contacted by the hiring manager, or chair of the panel to offer you the role. The manager will then inform the recruitment team of the outcome.

If you are unsuccessful, you may be called either by the hiring manager or the chair of the panel, or you may be contacted via email to notify you of the outcome. If you would like any feedback at this stage, please request this via email to the recruitment team.

PRE-EMPLOYMENT CHECKS

When you receive your conditional offer letter it will outline all required checks that need to be complete before an unconditional offer is confirmed. You will be sent a separate link to complete onboarding documentation online, and a further DBS link if a new DBS is required.

These checks consist of:

1. Identification – we will require a valid identification document for your right to work within the UK. We would ask that at least either your right to work, or another identification document has your photograph on. A right to work document will either be: UK Passport, EU valid RTW with verification code, UK birth certificate or a Biometric Residence Permit. We also ask for two forms of proof of address.

2. Enhanced Children's Bar Check DBS – you will be required to declare any convictions or cautions.

3. Online checks - the College will carry out an online search as part of our wider safeguarding diligence. The focus of this online search is to identify any incidents or issues that may have happened, and are publicly available online, which may cause concern regarding your suitability to work with children

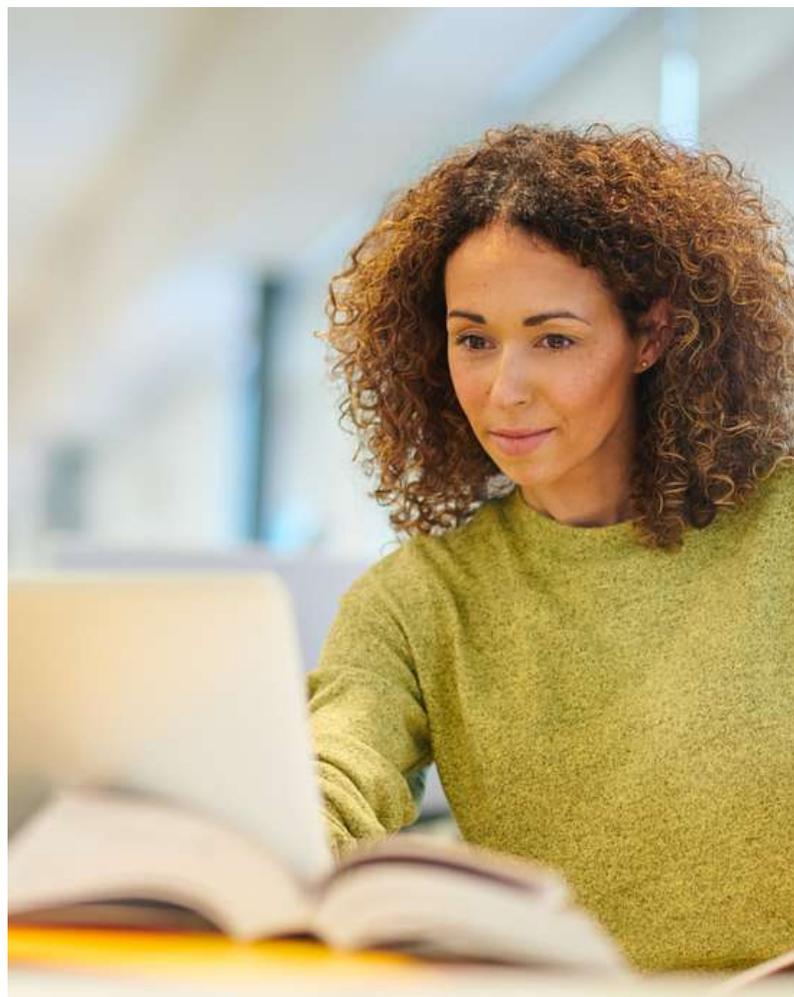
4. Qualification – certificates will be verified, if applicable to the post you have been appointed for.

5. Professional registration – will be checked if applicable to the post you have been appointed for.

6. References – we will be required to request references covering the last 3-5 years of employment or education history. This must include your most recent or current employment.

7. Occupational Health – if you declare a health condition you will be required to complete an online OH questionnaire which is then shared with our OH department. The team then may contact you directly to discuss.

The recruitment team will keep track of where you are up to within the checks and ensure reminders are sent if and when required.



CONTRACT & INDUCTION

Contract of Employment

Once all checks have been completed a start date will need to be arranged between you and your line manager. This will be completed via the recruitment team.

Once a start date is set, you will be issued with a contract of employment to review and sign. Your line manager will then be in contact to arrange your first day.

Induction

We want all new starters to have the best possible start at the College and be equipped with the tools and knowledge they need to be successful in their roles. Induction begins prior to joining the College,

with some mandatory training to be completed before the first day of employment. The Recruitment Team will be in touch to give you further details.

All of our new starters benefit from a comprehensive induction period, which includes a core group of activities and learning, plus function and role specific sessions which are more targeted to the individual, as well as an introduction to the College culture. You will be invited to a corporate induction and lunch in our Academy Restaurant, where you will have the opportunity to meet with some of our Senior Leadership Team and network with other new starters.



TESTIMONIALS

“

I have worked at the college for approaching 2 years. In that time I have been involved in so many different projects, no two days are the same which I love. Hard work is valued and I have had lots of opportunity to progress. I have brilliant colleagues who I learn from every day, and everyone cares so much about the students.

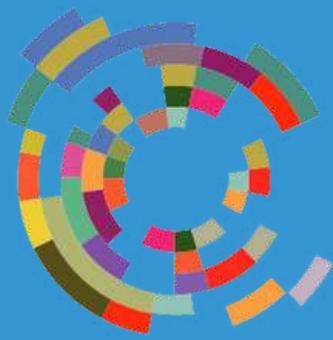
”

“

Everyone is really welcoming and there is a real focus on students and their achievement and wellbeing. I feel very valued.

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