

POSITION DETAILS	
Position Title	Supervisor, Data Intelligence & Performance Analytics
Division	Strategy and Policy Office
Department	Ras Al Khaimah Department of Knowledge

Role Purpose

To lead the collection, management, validation, analysis, and reporting of education quality, performance, and compliance data across the RAK private education sector, ensuring reliable and accessible data to support evidence-based decision-making. The role is responsible for developing and maintaining robust datasets, data collection processes and dashboards, conducting advanced analysis using coding and analytical tools, and leveraging automation and AI to improve the efficiency, quality and scalability of data processes and reporting, while remaining fully accountable for the accuracy and integrity of all data and outputs produced.

The role also provides analytical and delivery support throughout the organisation, including departmental, divisional and sector performance monitoring, research and benchmarking, and the coordination and delivery of strategic projects and initiatives. The position works closely with schools, internal teams and government stakeholders to ensure timely delivery of data, performance and project requirements.

Key Responsibilities

- Manage end-to-end data collection from schools, private education institutions and other sources, including validation, cleaning and quality assurance, using coding and automation where appropriate to ensure accuracy, completeness and efficiency.
- Maintain, structure, and enhance educational datasets, ensuring data integrity, consistency, accessibility, and appropriate documentation.
- Respond to internal data and analytical requests, providing accurate analysis and clarifying data-related queries for stakeholders.
- Conduct analysis of quality, compliance, performance, and other education data to identify trends, patterns, gaps, and key findings to support decision-making.
- Develop, maintain, and enhance dashboards, analytical tools, and reporting outputs using verified data, coding, and visualization tools.
- Monitor school data submissions, follow up with schools and relevant stakeholders, and ensure timely and complete submission of required data.
- Conduct ad-hoc analysis using appropriate analytical and coding techniques to support organizational and sector needs.
- Support and manage the delivery of data and analytics projects end-to-end, including defining requirements, coordinating stakeholders, managing timelines and deliverables, and implementing improvements to data collection, analysis and reporting processes.
- Support the monitoring and delivery of strategic and operational projects and initiatives by maintaining KPI and project trackers, monitoring progress against targets and milestones, identifying variances, risks and dependencies, coordinating follow-up with relevant stakeholders, and preparing periodic performance updates.

- Conduct research, benchmarking, and analysis and prepare high-quality analytical reports, presentations, and management materials to support the organization's priorities.

Profile

- **Education:** Bachelor's degree in Data Analytics, Data Science, Computer Science, Information Technology, Business Analytics, or a related quantitative field. (Master's degree preferred).
- **Experience:**
 - 3–5 years of relevant experience in data analytics or a related field, with demonstrated experience in managing complex datasets, coding and automation, dashboard development, analytical reporting, and supporting cross-functional projects and performance monitoring.
 - Experience within education, government, or a similarly complex environment is preferred.
- **Languages:** Excellent written and spoken English, with strong report writing and presentation skills.

Competencies

Behavioral

- Excellence in performance and outcomes
- Active communication
- Creativity and problem-solving
- Customer focus
- Team spirit
- Organizational and ethical awareness

