

JOB DESCRIPTION

Job Title	Business Analyst – Data Analytics		
Reports to	Senior Manager & Product Owner, Business Systems & Analytics		
Department	Recruitment & Admissions, Degree Education		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial, and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Degree Education department plays a vital role in the success of London Business School. We are responsible for designing, promoting and delivering the School's portfolio of twelve Master's degree programmes in London, Dubai, New York and Hong Kong. Delivering world-class global programmes is at the heart of what we do, whilst ensuring that we maintain a commercial perspective.

As a department, we play a critical role in attracting exceptional candidates from all over the world. In addition, both when our students embark on their learning journey and when they become alumni, the Career Centre team, liaising closely with employers, works hand in hand to help them secure internship and full-time positions, and continues helping them make educated career choices.

Ranked among the best in the world, our Master's Degree programmes shape individuals into global business leaders. Our programme portfolio consists of 12 programmes: Masters in Management, Global Masters in Management, Masters in Financial Analysis, Masters in Analytics and Management, Master in Finance Full-time 2 and Part-time programmes, MBA, Executive MBA London and Dubai Programmes, EMBA-Global (partnership with Columbia Business School), and Sloan Masters in Leadership & Strategy.

Every year we recruit approximately 1,500+ students from all over the world, and at any given moment we have more than 2,500 students. Our students' study in London, Dubai, New York and Hong Kong.

Job Purpose

The Business Analyst specialising in Data Analytics must be able to provide high-quality analytics service to help support the Recruitment and Admissions (R&A) function within the Degree Education (DE) Department.

This includes:

- Analysis and reporting of Prospect & Applicant data coming through the pipeline.
- Applying tools and techniques for data analysis and data visualisation.
- Organise, manipulate and link different data sets.
- Identify, collect and migrate data to and from a range of systems.
- Manage, clean, abstract, and aggregate data alongside a range of analytical studies on that data.
- Summarise and present data and conclusions in the most appropriate format for users.
- Proactive development of skills, knowledge, and innovative ways of working
- Successfully collaborating with a variety of stakeholders, within the team, across the wider department and the School.

The main aspects of the role are to ensure you can

- Analyse and synthesis Data
- Manage Data
- Present Data in an impactful visualised way
- Understand various methods for statistical and data Analysis

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, to support the department's decision-making process.

- Liaise across the team to prepare reports to inform review, planning and decision-making.
- Manage the delivery of scheduled pipeline reporting.
- Building and maintenance of Interactive reporting dashboards and manage administering these to relevant stakeholders.
- Collate, cleanse, and analyse pipeline data and make recommendations to support relevant activity within R&A, DE. The requests may include pipeline numbers of queries, providing pipeline data for accreditation purposes, contributing pipeline data to inform the School's Inclusion and Diversity strategy and others.
- Present requested analysis in easily understandable formats, catering to all stakeholders.

Compliance

- Support the Recruitment and Admissions Department in ensuring any data transfers are in line with the Schools Data Protect Office.
- Assisting the DPO with processing of subject access, right to be forgotten and freedom of information requests from a pipeline perspective.

Collaboration

- Collaborate closely with team members, other analysts and departments across the School to enable cross-department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Develop strong, collaborative relationships with key stakeholders

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Process Improvement

- Proactively monitor processes, systems and practices within area of specialism, Recruitment & Admissions, and identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking;
- Design process improvement solutions by talking to stakeholders and utilising technical skills and knowledge.
- Document process notes, guidelines, and improvements.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Compliance with necessary regulations and processes.
- Proficiency in using the School systems to fulfil regular job requirements and provide support/training to colleagues when required.
- Development of solutions and improvements to issues within own area of specialism.
Production of high-quality reports, with analysis to support management decision-making.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Advanced experience with Microsoft Excel and other systems and tools associated with accessing, analysing and visually presenting data to a variety of audiences.
- Advanced working knowledge of SQL
- Experience with reporting management software – PowerBI & DAX
- Working knowledge of Microsoft Dynamics CRM - is a plus
- Good working knowledge of data management including data sources, data organisation and storage.
- Good communication skills and the ability to demonstrate strong verbal and written communication skills when sharing data insights with stakeholders.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills. Ability to apply logic and creativity to approach a problem.
- Positive experience of working within a customer-services orientated environment.
- Basic project management skills, working with stakeholders to gather requirements and deliver findings.
- Experience in building strong relationships with business end users,
- Experience of using software to extract, analyse and report on data.
- Knowledge of VBA, Python – is a plus.

Resources including team management

n/a

Staff	n/a
Budgets	n/a
Date Updated	March 2023