

JOB DESCRIPTION

Job Title	Data & Analytics Manager		
Reports to	Deputy School Secretary		
Department	Dean's Office		
Job Family	Business Services	Level	4

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 Dean is the Chief Executive Officer of the School and his Office provides him with direct support in carrying out the vital internally and externally facing aspects of this role.

The School Secretary is responsible for the School's corporate governance, regulatory compliance, legal affairs, corporate planning and strategic projects.

Job Purpose

Making a key contribution towards the work of the Dean's Office in ensuring compliance with the School's regulatory obligations and the effective monitoring and implementation of its strategy.

Act as the primary lead for the School's input and readiness for the forthcoming implementation of HESA Data Futures.

Responsible for the management of central information reporting requirements for the School. The key areas of responsibility are:

- Information Assurance (Data Protection, Freedom of Information)
- Oversight of HESA data submissions
- Oversight of Business School rankings (Financial Times, Business Week etc)
- School KPI performance reporting and Balanced Scorecard
- Supplying key data for periodic reviews by external accreditation bodies
- Other projects as they are defined

Lead on data requests made by regulatory bodies and by individuals under the Data Protection Regulations.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability

Strategy and Planning

- Supporting the Director of Planning in the development of a reporting strategy to monitor the progress and delivery of the School's rolling Five Year Plan and annual review of this strategy as part of the business planning cycle
- Collaborate closely with the Innovation & Transformation Team to understand the metrics of the I&T programme and ensure they drive the Five Year Plan
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery
- Support the Director of Planning in relation to the Quarterly Business Reviews in terms of monitoring of departmental KPIs, and in consultation with the Director of Planning, input into the Operational Risk Register
- Representing the School at key external regulatory consultations/discussions (HESA Data Futures) ensuring specialist provision is within the consideration of regulators and data compliance within the School are aligned with the constantly changing regulatory environment

Partnering and Service Delivery

- Partner with wider School stakeholders on HESA Data Future project, providing them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area (i.e. HESA) in line with relevant policies and procedures, to ensure regulatory compliance

Analysis and Reporting

- Independently and collaboratively collate, cleanse and analyse data, and make recommendations based on analysis to support the School's decision making processes.
- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from colleagues or stakeholders from across the School.

- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Undertake investigation and inspection of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action to be taken forward by the relevant department.
- Provision of support for the School Secretary through daily monitoring of the FOI inbox, liaison with internal stakeholders to obtain information required to respond to FOI requests, and drafting of responses to requests.

Collaboration

- Collaborate closely with team members 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.
- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the preparation for HESA Data Futures requirements, ensuring the School's systems and procedures are fit for purpose.
- Be the first-point of contact with HESA and the OfS, ensuring regulatory compliance of the project, communicating updates to the model or approach with project team.
- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Process Improvement

- Monitor processes, systems and practices within the Dean's office, plan and carry out regular reviews to identify opportunities for improvement in the light of changing needs, feedback and/or current best practice thinking; follow through on improvement once agreed.
- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Oversee the HESA Data Futures change to School regulatory returns by ensuring all relevant colleagues consider the impact on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation

KPIs:

- Delivery of high-quality data returns and reports to all external providers as required.
- Collaborate and communicate with School departments to collate data returns in a timely and efficient way.
- Oversee data returns for all Degree Education rankings, liaising with key School contacts as required.
- Liaise with rankings contacts and reporting any key updates internally.
- Compliance with necessary regulations/processes.
- Production of high-quality reports and School KPI's dashboard and Balanced Scorecard.
- Projects delivered on time, on budget and to quality standards and targets.
- Support internal audit plan activity in relation to compliance regulation across the School.
- Identify and implement improvements to School compliance processes and procedures.
- Support Dean's Office budget tracking as directed by the Deputy School Secretary.
- Be the first point of contact in response to any queries in relation to the School's archive.
- Development of relationships within and outside the Dean's Office team, and positive feedback from colleagues.

Stakeholders

Staff, Faculty, Senior Management Team

Office for Students

HESA

OFS

ICO

Business School Rankings Publications

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Strong analytical and problem solving skills
- Good communication skills and the ability to break down technical issues and explain them clearly.
- Experience of using software to extract, analyse and report on data.
- Excellent organisational skills and meticulous attention to detail.
- Understanding of data protection regulation and Higher Education sector.

Resources including team management

None

Staff	None
Budgets	None
Date Updated	August 2021