

JOB DESCRIPTION

Job Title	People Data and Insights Analyst		
Reports to	Manager, Systems, Data & Payroll		
Department	People Services		
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 People department enables the delivery of the School's strategic priorities through the provision proactive advice and support to School staff (non-academic). Collaborating with our faculty experts, it also delivers leading edge projects to shape the Future of Work, building an engaged, inclusive workforce where everyone belongs and thrives.

The team is designed around three key areas: Business Partnering, Specialist People and a critical Operational engine, and provides a full People Service. The team work closely with Heads of Departments and line managers to support them in achieving their business goals through their people.

Job Purpose

This role requires expertise in data analysis and reporting (Business Objects & Power BI etc.) and a passion for visualising a story and creating meaningful insights using data. You will have overall responsibility for data quality and accuracy as well as system maintenance support.

You are passionate, experienced and data-driven with a background working within environments of building improvements. You have good working knowledge of GDPR legislation and a good understanding of HR policies and procedures. You are adept at managing systems and producing regular reports with an advanced level of Excel skills.

Data Analysis & Insight

- Partner with People leaders and stakeholders across the business to understand requirements and proactively recommend solutions.
- Perform strategic analysis of data across multiple data sources to identify correlations and patterns that are relevant across the People team.
- Perform data manipulation, modelling and visualisation.
- Using visuals, narratives, and storytelling, provide insights on the impact of People initiatives to the School.
- Correlate data to predict trends and provide insight on key themes (turnover, L&D, Recruitment, Absence, Establishment, Inclusion & Diversity...etc.)
- Incorporate industry benchmarking data where needed/effective.
- Continuous interrogation of data quality
- Find opportunities to create synergies and data connections across departments.

Reporting

- Produce regular reports in a timely manner, making improvements where needed.
- Leverage our systems (iTrent and Business Objects, PowerBI and others) to enhance, build and redesign existing dashboards and reports to visualise our data in easy-to-understand formats.
- Understanding of payroll equip the team with effective checking reports.

System support

- System Administrator support with HR system (iTrent)
- First point of contact for reporting and self-service queries.
- Communicate and carry out testing for system upgrades and changes.
- Provide system training to People team and key stakeholders.
- Data Lead on related projects and system developments

Compliance

- Monitor GDPR compliance across the People team, protecting the reputation & brand of London Business School
- Support the DPO team in responding to Freedom of Information requests, SARS/DSARS within set timeframes and guidelines
- Manage requests for erasure of data ensuring this is executed for all data held within the People team.
- Point of contact for best practice data controls and advice on data sharing, retention and storage.
- Work closely with Governance departments to ensure our statistical reporting requirements are met e.g. HESA

Reward

- Compile modelling analysis of salaries in support of annual pay review cycle.
- Benchmark salary data against industry datasets
- Support with submission of salary data for benchmarking surveys each year
- Reporting and analysis on pay, gender pay gap, benchmarking and other areas of HR

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, 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, and make recommendations to support the department's decision-making process.
- Liaise across the team and other departments to prepare reports, and provide insight to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Collaboration

- Collaborate closely with stakeholders across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards, thereby enabling effective service delivery.
- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance, to ensure delivery against project time, cost and quality standards, and targets.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement following through on improvements once agreed.

Change Management

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

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Projects delivered on time, on budget and to quality standards and targets.
- 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

- Experience as Data Analyst role in HR, HRIT or related field
- Experience using iTrent as a system administrator
- Experience with Business Objects reporting tool
- Used business visualization tool PowerBI (or similar)
- Worked with HR and other types of highly sensitive data
- Skilled in Microsoft Excel to provide advanced insights based on data sets derived from iTrent and other systems within the People team.
- Ideally worked with other systems such as Gapsquare, TribePad Insights, CultureAmp. Document Logistix
- Exceptional detail orientation and organisational skills
- Analytical mindset, with intellectual curiosity to search for context and insights behind the numbers
- Excellent attention to detail
- Good communication skills and ability to share your data observations with stakeholders on all levels.
- Good networker to identify new projects with stakeholders and foster knowledge sharing amongst your peers.
- Standout colleague, willingness to help where and when needed.
- Problem solver, able to troubleshoot issues independently or escalate when appropriate.
- Critical thinking skills in formulating hypotheses, interpreting results and being able to make educated guesses when data may be sparse.

Resources including team management

n/a

Staff	-
Budgets	
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