

JOB DESCRIPTION

Job Title	Systems & Data Coordinator		
Reports to	Business Systems & Analytics Manager		
Department	Career Centre		
Job Family	Business Services	Level	2

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 customized 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

Career Centre is part of a wider team incorporating Degree Programs and is known as Degree Education and Career Centre reporting to the Associate Dean. Career Centre comprises: an Employer Engagement Team; a Leadership Programs Careers Team; an Early & Mid-Careers Team; a Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student & alumni career outcomes which are a key indicator and consequential driver of the success of any business school. Student & alumni career success drives heightened student interest, quality of student admission and participation, ability to attract and retain the very best staff and faculty, further engagement with and access to entrepreneurial, fast-growing and blue-chip companies and, thus, further student & alumni career success.

Career Centre inspires and supports students & alumni to enhance their career potential through the provision of a Career Coaching, Career Learning and Career Opportunities and Career Insights.

Job Purpose

The purpose of this role is to support the needs of the Career Centre through data-driven decisions and the continuous improvement of business processes and software platforms.

The post holder will support with product management and troubleshooting for Career Centre's systems, including data import/export, reporting and issue fixes. They will document related business processes and make improvement suggestions to the Business Systems & Analytics Manager.

The post holder will have demonstrable experience of analyzing and manipulating data using Microsoft Excel, or alternative tool. They will be able to identify trends and provide context on the importance of the data presented to key stakeholders. Working with the Data Insights Manager and the Business Systems & Analytics Manager, this role will support the delivery of employment reports, rankings and the data analysis required for Career Centre delivery.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

System Management

- Develop good understanding of all the systems in use in Career Centre and be able to share best practice across the team
- Log and trouble-shoot system issues, either in-house or in liaison with relevant Supplier Account Managers
- Escalate necessary fixes or desired innovations to relevant Supplier Account Managers and stay informed on upcoming releases and developments
- Monitor data quality on Career Centre systems to ensure accuracy and upload relevant datasets as appropriate

Data Analysis

- Import and extract data from systems used by the Department and cleanse / manipulate it as required using advanced Python, Excel skills and any alternative relevant tools to present findings to key stakeholders
- Ensure data is collected accurately, efficiently, and on time; stored appropriately according to current legislation; and easily accessible
- Cleanse and merge data drawn from various sources, identifying errors and anomalies and investigating as appropriate
- Design, create, manage and report on surveys using Qualtrics

Data Management

- Ensure all data records are catalogued and archived accordingly
- Spot opportunities to improve Career Centre data to support wider data analysis

Project Management

- Support Business Systems & Analytics Manager, Data Insights Manager and Career Centre Programme Leads to collect information directly from students
- Assist Business Systems & Analytics Manager, Data Insights Manager, Career Centre Programme Leads and Executive Director in creation of the finalized employment reports in collaboration with key stakeholders

Process Improvement

- Monitor and document processes, systems and practices in place for data use
- Spot opportunities to improve processes and make recommendations to the Business Systems & Analytics Manager

Collaboration

- Collaborate closely with team members and other key contacts across the School
- Provide Career Centre specific information to others as necessary to inform other programmes of work

Business Knowledge

- Build and maintain a thorough understanding of London Business School's offerings, to work more effectively with stakeholders across the School

Knowledge sharing and training

- Provide training to department members to upskill them in the use of department systems to increase self-sufficiency

KPIs:

- Meticulous attention to detail
- Delivery of high-quality service in your area of specialism
- Development of relationships with colleagues
- Excellent client and stakeholder experience
- Timely response to and resolution of enquiries, requests and issues
- Projects delivered on time, on budget and to quality standards and targets
- Accuracy and integrity of data in business systems
- Production of high-quality reports, with the identification of trends and issues

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent, especially in data or analytics related subject
- May hold vocational qualification
- Good communication skills and the ability to address a variety of stakeholders
- Sound working knowledge of standard IT packages, systems and/or databases
- Experience of software related to own area of specialism
- Proactive approach to relationship development with colleagues
- Meticulous attention to detail
- Excellent time management skills with the ability to organize and prioritize
- Good team working skills and the ability to work collaboratively
- Ability to interpret and apply guidelines to a specific activity
- Experience of working in a customer facing environment
- Desirable: experience with PowerBI and SQL

Staff	n/a
Budgets	n/a
Date Updated	April 2026