

JOB DESCRIPTION

Job Title	Business Systems & Analytics Manager		
Reports to	Associate Director, Professional Development		
Department	Career Centre		
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

Career Centre is part of a wider team incorporating Degree Programmes and is known as Degree Education and Career Centre reporting to the Associate Dean. Career Centre comprises: an Employer Engagement Team; a Leadership Programmes 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 act as the systems and data lead for the department with a focus on managing the development of the Career Centre systems to ensure they provide a smooth user experience for students, staff and other stakeholders as well as producing and sharing career data insights both within and outside of the department.

The role also has an essential broader responsibility in ensuring the department's data collection and management processes are compliant with school data policies and relevant data regulations. As such, they are responsible for setting the department's policies on Record of Processing Activities (ROPA), the data retention schedule, and on responding to stakeholder data requests such as, but not limited to Freedom of Information, Subject Access and Erasure.

They will manage the Data Support Coordinator and the Data Insights Manager (both full time) as well as the Alumni Data Manager (6 months FTC).

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of the Career Centre strategy for business systems and data, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Adopt industry best-practice and forward-thinking ideas in crafting pre-emptive solutions to possible future systems and data challenges
- Be an active member of relevant internal and external communities to stay abreast of area developments and thinking, and act as a thought leader in showcasing your work
- Create Career Centre's strategy on alumni post-graduation career data in partnership with Head of Alumni Careers and other relevant stakeholders, to build a picture of select alumni populations that can inform engagement strategies moving forwards (subject to FTC hire).

Stakeholder Management

- Partner with stakeholders in Career Centre and across the school to understand their data requirements and provide them with relevant career data insights to support effective decision-making.
- Partner with stakeholders in Career Centre and across the school to understand their career system requirements and ensure the career system development fulfills their business needs.
- Partner with the IT Department, the Data Support Coordinator and the Account Manager of the system provider as appropriate to diagnose and resolve technical issues relating to the Career Centre systems.

Analysis and Reporting

- Extract data from multiple sources, check its integrity and produce reports for use by stakeholders.
- Liaise across the data team to prepare complex reports to inform review, planning and decision-making.
- Lead on advanced data analytics activities to enhance the use of Career Centre generated data.

Data Management / Compliance

- Establish and manage the department's Record of Processing Activities (ROPA) and data retention schedule.
- Establish and manage processes, and respond to Freedom of Information, Subject Access and Right of Erasure requests in a timely manner.
- Represent Career Centre on relevant school data groups and committees spotting and initiating opportunities to collaborate for best business solutions.
- Review existing supplier contracts and implement data transfer agreements to ensure Schrems II compliance in line with school's target by March 2024 and establish process for new contracts.

Supplier Management

- Monitor the quality of work delivered by third-party suppliers (12Twenty) against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.
- Partner with IT Department to ensure systems are fit for the department's data purposes.

Project Management

- Lead on the delivery of ranking submissions, relevant reports and dashboards with the support of the Data Support Coordinator and the Data Insights Manager.
- Collaborate with the Rankings Officer and others to identify and report on trends that impact our rankings, particularly in relation to alumni careers (subject to FTC hire)
- Lead on any relevant projects related to the development of the Career Centre system.
- Manage the delivery of a smooth user experience to students, staff and other stakeholders on the Career Centre systems.

Process Improvement

- Join relevant working groups of Higher Education organizations, such as MBACSEA, and establish relationships with peer schools to research best practice around Career Centre systems and data.
- Partner with senior management in developing and improving Career Centre processes.

Change Management / Training

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on Career Centre processes, systems and stakeholders to ensure appropriate steps are taken for successful implementation.
- Lead relevant training sessions to ensure users develop necessary knowledge to utilize the Career Centre systems fully.

People Management

- Active performance management, learning and development, and career support for the Data Support Coordinator and the Data Insights Manager.
- Manage engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from colleagues and stakeholders.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Experience of software related to own area of specialism, with the ability to build basic models or tools (incl. PowerBI, SQL and Python).
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of business education/specialist area.
- Experience of leading projects.
- Experience in effectively managing external suppliers/contractors.

Staff	3 direct reports (2 full time, 1 FTC for 6 months)
Budgets	
Date Updated	July 2023