JOB DESCRIPTION

Job Title	Alumni Data Manager		
Reports to	Business Systems and Analytics Manager		
Department	Career Centre		
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

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, and an Alumni Careers 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. The Alumni Career Centre is also responsible for engaging alumni with the school to enable non-monetary giving and volunteering in support of the wider student and alumni community.

Job Purpose

The key driver behind the creation of this role is to support the Alumni Career Centre to develop a culture of data driven decision making.

Working closely with the Business Systems & Analytics Manager, The Head of Alumni Career Centre, and key cross-School stakeholders, the post holder will map currently disparate sources of data on alumni post-graduation careers, bringing together to assess completeness. This work will form the foundation of the Career Centre's strategy around alumni post-graduation career data, with the goal to help build a picture of select alumni populations that can inform engagement strategies moving forwards. In addition, the post holder will work with key cross-School stakeholders to support the Schools Rankings strategy.

Furthermore, the post holder will work closely with the Business Systems & Analytics Manager, Data Insights Manager and Systems & Data Coordinator, and the Tech department to ensure that departmental systems for alumni are fully available and accessible for data storage and extraction.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Data Management

- Ensure data is collected accurately and efficiently and in a timely fashion.
- Ensure that data is easily accessible and is stored and retained according to current GDPR legislation, school policies, and departmental policies.
- In collaboration with the Career Centre Data Team, identifying gaps in student employment data tracking, and strategising solutions to enable more complete data collection in the Career Centre as a whole, therefore supporting better post-graduation alumni tracking.
- Seek out opportunities to improve data availability and management.
- Actively work to identify errors and anomalies in datasets and investigating as appropriate.
- Respond to system issues related to reporting of data related to alumni.
- Respond to ad hoc data queries from the Alumni Career Centre and broader Career Centre staff.

Data Analysis

- Responsible for collating, processing and reporting of data including, but not limited to: Alumni Career Centre engagement data; career coaching data, Alumni career outcomes and salaries; Alumni related employer engagement and business development activities; and feedback on Alumni Career Centre events.
- Independently collate, cleanse, and analyse and report data such as: alumni engagement/alumni related employer engagement and business development activities/feedback on Alumni Career Centre events/alumni career coaching.
- Collate, cleanse and merge data from disparate sources, assessing for quality and completeness.
- Design, create, manage and report on surveys using Qualtrics.
- Prepare data to support the Schools rankings strategy, as required by the School's Rankings Officer.

- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Data Insights

- Design and develop a series of internal-facing dashboards for the Alumni Career Centre, to capture key points of alumni engagement with both current and future careers provisioning, including developing a robust analytics workflow for the Alumni Career Centre's new digital Careers tool.
- Design and launch a robust process for visualising alumni volunteering data, to better understand patterns of Career Centre volunteering and identify opportunities for non-monetary giving in support of the student and alumni experience.
- Draw insights from data and highlight trends and issues for colleagues to share with approved stakeholder groups.
- Proactively suggest how to use available data to meet the needs of stakeholders.
- Proactively suggest ways of presenting data to ensure effective, impactful communication to different groups.

Project Management

- Liaise across the school to ensure alumni engagement data is shared effectively with key stakeholders and that as a department our activity is integrated into the broader School's data strategy.
- Collaborate with the Data Insights Manager, and key cross-School stakeholders in the creation of select new employment reports, as strategy dictates.

Process and Systems Management

- Work with key stakeholders to agree best practice in alumni data management, and document into a series of Standard Operating Procedures, communicating accordingly.
- Monitor process and practices within own area to identify opportunities for improvement and proactively implement improvements once agreed.
- First point of contact for alumni and reciprocal alumni with queries related to Alumni Career Centre systems.
- Support the Business Systems & Analytics Manager and the Systems & Data Coordinator in system development activities as appropriate.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross-department working and effective sharing of intelligence.
- Collaborate with external platform providers used by the Alumni Career Centre.

Business Knowledge

- Build and maintain thorough understanding of Career Centre and Alumni Career Centre offerings, to identify opportunities for streamlining
- 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 specialist information and guidance across School departments in area of specialism.
- Provide training to department members to upskill them in the use of Alumni Career Centre platforms to facilitate greater understanding of Alumni Career Centre offering and uptake.

KPIs

- Delivery of high-quality service in area of specialism.
- Meticulous attention to detail.
- Production of high-quality data reports/dashboards, with the identification of trends, issues and recommendations.
- Accuracy and integrity of data in business systems.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of strong working relationships with all key stakeholders, with positive feedback from colleagues.
- Excellent client and stakeholder experience.
- Provide team with up-to-date and accurate information.
- Improvements in processes and procedures in the Alumni Career Centre.

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 interact with a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Excellent working knowledge and experience with Excel and other relevant tools (such as PowerBI, SQL, and Python).
- Proactive approach to relationship development with colleagues.
- Meticulous attention to detail.
- Strong time management skills with the ability to organise and prioritise.
- 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.
- Experience tracking product uptake is desirable.

Staff	
Budgets	

Date Updated	May 2023