JOB DESCRIPTION

London Business School

Job Title	Data Analyst		
Reports to	Senior Business Insights Analyst		
Department	Degree Education, Business Services team		
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 (Degree Education) and Team (Business Services)

Degree Education (DE) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes, including early-, mid-career and leadership programmes. A number of programmes are ranked in the top 10 by the Financial Times, the department also plays an essential role in supporting the School's brand and reputation.

The portfolio consists of 12 degree programmes with over 2700 students and 160 teaching faculty. Whilst the majority of students are based at the London campus, we operate programmes in Dubai and have partner programmes based in New York and Hong Kong.

The Business Services team sits within Degree Education and comprises of a data analytics and insights unit, an operational and project support unit, and a visa compliance and financial aid advice unit.

Across these three units, Business Services provides operational and compliance expertise to a range of internal stakeholders, from LBS senior management, departmental heads, to faculty and students.

- Compliance expertise – The team is integral in reporting to various compliance and regulatory bodies, including HESA, OfS, UKVI, QAA and KHDA (Dubai), The US Department of Education.
- Operational expertise – The team develops business insights from student feedback; produces management information to support strategic decision-making; provides project management and change management support across DECC; and offers immigration and financial aid advice to students.

The Data Analyst role sits within the data analytics and insights unit in Business Services.

Job Purpose

The job holder provides a high-quality analytics service to help support the Degree Education (DE) strategy. This includes:
- analysis and reporting of student data
- management of student satisfaction surveys
- monitoring and improving current processes
- proactive development of skills, knowledge and innovative ways of working
- successfully collaborating with a variety of stakeholders, within the team, across the wider department and the School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Analysis and Reporting

- Manage the delivery of student satisfaction surveys for all programmes via survey software.
- Compile the survey results on interactive reporting dashboards and manage administering these to relevant stakeholders.
- Analyse student satisfaction results and develop key insights

- Collate, cleanse, analyse student data and make recommendations to support relevant activity within DE. The requests may include student numbers queries, providing student data for accreditation purposes, contributing student data for the School's Inclusion and Diversity Report, and others.
- Present requested analysis in easily understandable formats, catering to all stakeholders.

Process Improvement

- Proactively monitor processes, systems and practices used in own work and across DE, and identify opportunities for improvement.
- Design process improvement solutions by talking to stakeholders and utilising technical skills and knowledge.
- Document process notes, guidelines and improvements.

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.
- Effectively manage requests from stakeholders, providing specialist advice to deliver the information they require and provide an excellent service.

Compliance

- Assist Senior Business Insights Analyst with HESA submissions.
- Support the design of new reporting structures for Data Futures.

Collaboration and Stakeholder Engagement

- Collaborate closely with team members, other analysts and departments 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.
- Develop strong, collaborative relationships with key stakeholders

Project Management

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, targets, cost and quality standards.

Change Management

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

KPIs:

- All aspects of job delivered on time and to high quality.
- Compliance with necessary regulations and processes.
- Proficiency in using the School systems to fulfil regular job requirements and provide support/training to colleagues when required.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures.

Knowledge/Qualifications/Skills/Experience required
- Bachelor's degree or equivalent experience.   - Advanced experience with Microsoft Excel and other systems and tools associated with accessing, analysing and visually presenting data to a variety of audiences.   - Working knowledge of VBA and SQL.   - Experience with survey management software – a plus.   - Good communication skills and the ability to break down technical issues and explain them in layman's terms.   - Excellent organisational skills and meticulous attention to detail.   - Strong analytical and problem-solving skills.   - Positive experience of working within a customer-services orientated environment.

Resources including team management
N/a

Staff	**N/a**
Budgets	**N/a**
Date Updated	**26/02/2020**