

JOB DESCRIPTION

Job Title	Business Service Analyst		
Reports to	Senior Manager, Analytics		
Department	Executive Education		
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

Executive Education designs and delivers impactful learning solutions for organisations, that enable their people and teams to act, transform and grow themselves and their business.

This includes an extensive portfolio of in-person, blended programme titles delivered from our campus in London and customised blended programmes delivered around the world.

Programmes are targeted at middle and senior executives, as well as high potential early careers and board level directors.

Executive Education has ambitious growth targets, accounting for an important proportion of the school's total revenue. It is a key part of the school's future strategic and growth plans.

Job Purpose

To contribute, support and lead the implementation of delivery of world class technology and Analytics services to Executive Education's participants, clients and staff, design and delivery of seamless and impactful learning experiences.

To ensure the development, enhancement and maintenance of current and new technologies employed in Executive Education.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Process Improvement

- Monitor processes, systems and practices within salesforce and other LBS systems, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management

- Embed and champion change through promoting best practice of salesforce and other LBS systems. Share and support staff in taking advantage of new and unused platform features.

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 from more senior colleagues, 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 based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.
- Building and maintenance of Interactive reporting dashboards and manage administering these to relevant stakeholders.
- Collate, cleanse, and analyse data using systems such as PowerBI, SalesForce, CRM Dynamics and Saviom and make recommendations to support relevant activity within EE. The requests may include sales pipeline numbers of queries, providing

data for accreditation purposes, contributing demographic data to inform the School's Inclusion and Diversity strategy and others.

- Present requested analysis in easily understandable formats, catering to all stakeholders.

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.
- Support the Exec Ed Department in ensuring any data transfers are in line with the Schools Data Protection Office.
- Assisting the programme office with processing of subject access, right to be forgotten and freedom of information requests from a pipeline perspective.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with team members and other 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.
- Work closely with all teams in Executive Education especially resourcing, sales, finance and quality teams, training staff and attending meetings as required.
- 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, cost and quality standards, and targets.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

KPIs:

- Delivery of high-quality service in salesforce and other LBS platforms.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- 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.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience. This may be supported by a specialist qualification.
- Salesforce knowledge highly desirable.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills.
- Positive experience of working within a customer-services orientated environment.

- Be adaptable and flexible

Desirable

- Programming skills in MySQL
- Quick to learn new software (i.e. power bi, dax, power query)

Resources including team management

Key stakeholders/contacts

- Executive Education Teams
- Digital Learning Department
- Central IT Department Staff

Staff	
Budgets	
Date Updated	9/3/2024