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| **Job Title** | **Data Insights Manager** |
| **Reports to** | **Business Systems & Analytics Manager** |
| **Department** | **Career Centre** |
| **Job Family** | **Business Services**  | **Level** | **3** |

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| **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.  |

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| **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 |

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| **Job Purpose** |
| The purpose of this role is to provide the department with insights from analyzing all relevant data, including student employment outcomes and salaries, student sector and geographical aspirations, employer engagement and business development activities, student feedback on events and coaching / skills sessions and feedback from recruiters on events. The post holder is responsible for the delivery of employment reports for relevant programmes which are critical for the school’s participation in rankings. They are also tasked with producing other data driven reports and dashboards relevant for the department and the wider school. Furthermore, the post holder will work closely with the System and Data Coordinator, the Business Systems & Analytics Manager and the IT department to ensure that departmental systems are fully available and accessible for data storage and extraction. |

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| **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 legislation, GDPR regulations and school policies
* Seek out opportunities to improve data availability and management
* Respond to system issues related to student reporting of employment and internship data
* Respond to ad hoc data queries from Career Centre staff

**Data Analysis*** Responsible for collating, processing and reporting of data relating to:
* Student employment outcomes and salaries
* Student sector and geographical aspirations
* Employer engagement and business development
* Student feedback on Career Centre activities
* Feedback from recruiters on events
* Independently collate, cleanse, and analyse and report data such as: student employment outcomes and salaries/student sector and geographical aspirations/employer engagement and business development/ feedback on events and coaching/skills sessions
* Gather accurate data and analyse it for employment reports for relevant programmes
* 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
* Prepare data for all rankings submission 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*** Draw insights from data and highlight trends and issues for colleagues to share with students and other stakeholders
* 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
* Create and maintain relevant dashboards providing timely, accurate, relevant and easily accessible data snapshots to stakeholders across the department

**Project Management*** Liaise with stakeholders to scope-out and define data needs for specific projects and plan work to meet quality standards and time deadlines
* Work with Career Centre Programme Leads, Sector Leads and Executive Director in creation of the finalised employment reports in collaboration with key stakeholders

**Process and Systems Management*** Monitor process and practices within the area to identify opportunities for improvement and implement improvements once agreed
* Support the Business Systems & Analytics Manager and the 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 sharing of intelligence
* Collaborate with external systems suppliers used by the Department

**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 specialist information and guidance across School departments in area of student employment data
* Provide training to department members to upskill them in the use of department systems to enable them to input and extract data accurately and increase self-sufficiency

**KPIs*** Delivery of high-quality service in area of specialism.
* Meticulous attention to detail
* Production of high-quality reports, with the identification of trends and issues.
* Accuracy and integrity of data in business systems
* 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.
* Excellent client and stakeholder experience
* Provide team with up-to-date and accurate information.
* Improvements in processes and procedures in Career Centre.
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| **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, APIs, systems and/or databases.
* Experience of software related to own area of specialism.
* Excellent working knowledge and experience with Python, Excel and other relevant tools (such as PowerBI and SQL, R ).
* 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.
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| **Staff** | **None** |
| **Budgets** | **None** |
| **Date Updated** | **February 2025** |