

JOB DESCRIPTION

Job Title	Senior Data Analyst		
Reports to	Director, Transformation & Data team		
Department	Degree Education, Transformation & Data team		
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.

We draw from London's 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

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. With a number of programmes 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 DE portfolio consists of 12 degree programmes with over 2600 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.

The Transformation & Data team sits within Degree Education. It comprises of a data analytics and insights unit, working alongside a transformation unit that oversees the design, development and implementation of new ways of working and new technology. Using data-driven insights, the team support the department's recruitment & admissions activities and the delivery of degree programmes to enable

colleagues to meet compliance requirements, achieve business objectives and innovate to increase programme quality.

About the Team: Transformation & Data

The Data Analytics & insights unit provides management information 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.
- Management information expertise – The team develops business insights from student feedback; produces reports to support strategic decision making and supports the development and use of dashboards and reporting across Degree Education.

The Senior Data Analyst role is responsible for leading the data analytics and insights unit in Transformation & Data.

Job Purpose

The purpose of this role is to act as the data lead for the department with a dual focus on ensuring the department's data collection and management processes are compliant with school data policies and relevant data regulations alongside producing and sharing data insights both within and outside of the department.

The role provides a high-quality analytics service to help support the Degree Education (DE) strategy. This includes:

- analysis and reporting of customer data
- management of student satisfaction surveys
- monitoring and improving current processes
- oversight of the department's policies on Record of Processing Activities (ROPA), Data Retention and other GDPR requirements
- responding to customer data requests such as, but not limited to Freedom of Information, Subject Access and Erasure
- 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.

The Senior Data Analyst manages the DE Data Analysts.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of the Central Teams' strategy and operational plans for data, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Manage plans for the Data Analytics and Insights team to deliver on departmental commitments
- Contribute to the development of Key Performance Indicators

Compliance & data management

- Oversee the production of the annual HESA Student and HESES submissions, including facilitating the capture of required data from students, working with Degree Education colleagues to ensure data is managed correctly within the School's Student Records System, using the Data Futures solution to generate the submission file and liaising with the Dean's Office and HESA to ensure all enquiries are addressed as part of the submission sign-off.
- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures
- Represent DE Central Teams on relevant School data groups and committees, supporting and initiating opportunities to collaborate to generate optimum data solutions. Oversee effective information cascade from central groups to DE staff

Analysis and Reporting

- apply technical knowledge to respond to data and management information requests from stakeholders and colleagues across the School. Extract data from multiple sources, check its integrity and produce reports for stakeholders.
- Prepare complex reports to inform review, planning and decision-making.
- Oversee the delivery of student satisfaction surveys for all programmes via survey software, ensuring survey results are compiled on interactive reporting dashboards, analysed, and data and business insights are provided to relevant stakeholders.
- Collate, cleanse, analyse data and make recommendations to support relevant activity within DE. Present requested analysis in easily understandable formats, catering to all stakeholders.
- Support stakeholders in the development and usage of their own reporting activities and dashboards,

Collaboration and Stakeholder Engagement

- Partner with stakeholders in DE and across the school to understand their data requirements and provide them with relevant data insights to support effective decision-making.
- Collaborate closely with team members, other analysts and departments across the School.
- Represent the Data Analytics and Insights function in the School's Data Community.
- Develop strong, collaborative relationships with stakeholders across the School and monitor the level of satisfaction with service delivery.

Project Management

- Lead on the delivery of ranking submissions, relevant reports and dashboards
- Lead on any relevant projects related to the development of DE systems or data, including the Data Futures programme.

Process Improvement

- Join relevant working groups of Higher Education organisations, such as JISC, and establish relationships with peer schools
- Partner with senior management and colleagues in Transformation & Data in developing and improving DE data capture and management processes.

Service Delivery and Support

- Manage the delivery of Data Analytics and Insights activities, in line with DE Data policies and procedures
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.

People Management

- Provide active performance management, learning & development and career support for direct reports.
- Manage engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.
- Champion change by role modelling the behaviour expected from all colleagues, and support any successful change implementation.

Supplier Management

- Monitor the quality of work delivered by third-party suppliers & contractors against service level agreements. Take action as necessary based on feedback and escalate issue resolution when required.
- Partner with Technology Department to ensure systems are fit for the department's data purposes and compliance requirements are met.

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, receiving positive feedback.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience
- Advanced experience with Microsoft Excel, PowerBi and other systems and tools associated with accessing, analysing and visually presenting data to a variety of audiences, including VBA and SQL.
- Excellent communication skills with the ability to engage a variety of audiences. Ability to break down technical issues and explain them in simple terms.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- Sound working knowledge of policies, regulations and legislation in higher education data management and reporting.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders including suppliers/contractors.
- Ability to prioritise and focus on material issues.
- Experience of leading projects.
- Experience with survey software desirable.
- Excellent organisational skills and meticulous attention to detail.

Staff	2 direct reports
Budgets	None
Date Updated	28/03/2026