JOB DESCRIPTION

London Business School

Job Title	Lead Data Engineer		
Reports to	Director Strategy and Architecture		
Department	Technology		
Job Family	Business Services	Level	4

About the School

At London Business School we have a profound impact on the way the world does business. 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 mind-set. 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

The LBS technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.
We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

The Lead Data Engineer is responsible for designing, developing, and maintaining London Business School's Enterprise Data Platform, including Data Lake and Data Warehouse environments, Data Integration/Data Pipelines, and Reporting and Visualisation solutions.

The Lead Data Engineer will lead and develop the Data Engineering capability, working closely with Architects, Data Analyst, and Data Professional across the School to define and deliver new data products and services.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Data Engineering
- Design, Develop and Manage the Enterprise Data Platform - including Datawarehouse / Data Lake technology, supporting Cloud Infrastructure, Data Integration and Reporting / Visualisation Solutions
- Design, build and maintain data pipelines to provide fit-for-purpose data services to customers.
- Automate common, repeatable data preparation and integration tasks
- Analyse business requirements and define and maintain conceptual, logical, and physical data models.
- Contribute to the capture, consolidation and dissemination of knowledge related to improving data management practices across the business.
- Work with appropriate SMEs to analyse source data and make decisions on data modelling, storage, and processing
- Collaborate with technical and non-technical internal stakeholders to determine requirements and implement solutions for analytics that meets business needs.
- Develop and maintain the reporting and data visualisation solutions, enabling self-service reporting / analytics for the data analyst community.
- Explore and develop innovative opportunities for data exploitation.
- Assist with development and implementation of dra management guidelines and best practices.

Team and Technical Leadership
- Set the appropriate technical direction for the data engineering team
- Recruit, onboard, develop and support data engineers (3rd party, contract or permanent as requitred).
- Define and operate a Dev/ DataOps culture and working practice within the team.
- Build quality through a CI/ CD and release management capability.
- Define and deliver data engineering operational services and SLAs.

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall, School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key

performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management.
- Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders, and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

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 and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- A technologist, deeply interested in the industry trends and developments, passionate about the power of data to drive better, faster decisions.
- Highly collaborative, strong interpersonal and communication skills to be able to liaise and influence effectively with business stakeholders and technical colleagues.
- Able to demonstrate the ability to get things done in a federated environment having political savvy and consensus building skills
- Relevant experience leading and developing data engineering teams.
- Extensive experience building cloud-based data platforms / data analytics solutions.
- Experience of designing, developing, and managing Data technologies on the Microsoft Cloud and Hybrid / On Prem services – Azure Data Platform, SSRS, SSIS, Azure Data Factory, PowerBI.
- Extensive technical experience of building various methods of data processing, data models using a variety of database and infrastructure types.

- Excellent SQL/T-SQL skills and extensive experience in at least one other coding language (Python / R / .NET).
- Expert knowledge of data modelling (entity, class, dimensional) and different database and data warehouse design patterns (OLTP, OLAP, Data Vault), their benefits and limitations under particular use cases.
- Experience of integrating data from cloud and on-premises data sources into data analytics environment, using a variety of methods (ETL/ELT, Batch, Steam).
- Understanding of data management organisation, standards, guidelines, and procedures.

Staff	None
Budgets	None
Date Updated	4/11/2022