London Business School

JOB DESCRIPTION

Job Title	Business Insights & Data Manager		
Reports to	Head of Tech and 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

Our Executive Education department design and deliver our world-class management and leadership programmes. As their Business Insights & Data, you'll provide a world class data analysis, industry insight and systems support service to the Executive Education business. This involves capturing/reviewing data, creating and presenting reports, providing industry insights, operational management of CRM systems and driving improvements that directly affect the businesses strategy.

Job Purpose

The role will be responsible for delivering two key projects over the next 12 months:

- Move all existing reports and create dashboards on PowerBI
- Rationalising /reducing the amount of internal data/KPIs we use.

Further to the above the key areas of responsibility are:

- Leading the delivery of a world class analytics service to Exec Ed including sales planning and pipeline management

- Data Analysis: extract data from various systems using SQL, manipulation in Excel, creation of forecasts and models, and creating reports and dashboards on Power BI
- Systematic tracking of the external environment / industry
- Delivering against KPIs and providing regular updates to the Head of Business Systems & Analytics
- Analytical support for key clients, large business proposals and new product/programme ideas
- Support for business budgeting and forecasting
- Excellent customer service to both internal and external customers

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

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.
- 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.
- Independently collate, cleanse and analyze 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.
- 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.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.
- 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.
- 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.
- Monitor processes, systems and practices within area of specialism, 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.

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.

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. A key team in this regard is the central accounts team.

KPI's:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- 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.
- Advanced Excel skills
  - Pivot table
  - Countifs/ Sumifs etc.
  - Data validation
  - VLookup
  - Index match
  - Basic VBA - desirable
- Experience working with various levels of stakeholders - CRM systems, Power BI, Microsoft Dynamics and Excell to extract, analyse and report on data.
- Experience using multiple systems and working between systems
- SQL - desirable
- Power BI – desirable

- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- 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.

Resources including team management

Staff	
Budgets	
Date Updated	