

# JOB DESCRIPTION

<b>Job Title</b>	<b>Data Support Coordinator (FTC)</b>		
<b>Reports to</b>	<b>Data Insights Manager</b>		
<b>Department</b>	<b>Career Centre</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>2</b>

## 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

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.

## Job Purpose

The purpose of this role is to support the needs of the Career Centre through data-driven decisions and the continuous improvement of business processes and software platforms. The post holder will have demonstrable experience of analysing and manipulating data using Microsoft Excel. They will be able to identify trends and provide context on the importance of the data presented to key stakeholders.

Working with the Data Insights Manager this role is a critical partner in the delivery of employment reports and the data analysis of Career Centre delivery.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### 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 events and coaching / skills sessions
  - Feedback from recruiters on events
- Extract data from systems used by the Department (Symplicity, 12Twenty etc.) and cleanse/manipulate it as required using advanced Excel skills to present findings to key stakeholders
- Ensure data is collected accurately, timely and efficiently; stored according to current legislation appropriately and easily accessible
- Gather accurate data in support of the creation of employment reports for relevant programmes, a significant KPI for the Career Centre and LBS as a whole
- 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

### Project Management

- Support Data Insights Manager and Career Centre Programme Leads to collect information directly from students
- Assist Data Insights Manager, Career Centre Programme Leads and Executive Director in creation of the finalised employment reports in collaboration with key stakeholders

### Data Management

- Ensure all data records are catalogued and archived accordingly
- Spot opportunities to improve Career Centre data to support wider data analysis
- Respond to ad hoc data queries from Career Centre staff when possible

### Product Knowledge

- Build and maintain an understanding of London Business School's offerings

### Collaboration

- Collaborate closely with team members and other key contacts across the School
- Provide Career Centre specific information to others as necessary to inform other programmes of work

### **Process Improvement**

- Monitor processes, systems and practices in place for data use
- Spot opportunities to improve processes and make recommendations to the Data Insights Manager

### **KPIs:**

- Meticulous attention to detail
- Delivery of high-quality service in your area of specialism
- Development of relationships with colleagues
- Excellent client and stakeholder experience
- Production of high-quality reports, with the identification of trends and issues
- Projects delivered on time, on budget and to quality standards and targets

### **Knowledge/Qualifications/Skills/Experience required**

- Further education or equivalent
- May hold vocational qualification
- Good communication skills and the ability to address a variety of stakeholders
- Sound working knowledge of standard IT packages, systems and/or databases
- Experience of software related to own area of specialism
- Proactive approach to relationship development with colleagues
- Meticulous attention to detail
- Excellent 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
- Desirable: experience with PowerBI and SQL

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	<b>May 2021</b>