

# JOB DESCRIPTION

<b>Job Title</b>	<b>Business Analyst – Data Analytics</b>		
<b>Reports to</b>	<b>Senior Manager &amp; Product Owner, Business Systems &amp; Analytics</b>		
<b>Department</b>	<b>Executive Education, EdTech &amp; Analytics</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</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

Executive Education designs and delivers world-class management and leadership development programmes including a portfolio of over 30 open enrolment programmes for individuals, and customised programmes for global client organisations. With an annual turnover of £40 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's future strategic and growth plans.

Ed Tech and Analytice: The team supports the development and delivery of outstanding digital learning experiences for participants and clients. It works closely with colleagues across Exec Ed and the School to meet these needs and standards.

## Job Purpose

The Business Analyst specialising in Data Analytics must be able to provide high-quality analytics service to Executive Education's participants, clients and staff, supporting the selling, design and delivery of seamless and impactful learning experiences.

This includes:

- Analysis and reporting of Prospect, Applicant data.

- Applying tools and techniques for data analysis and data visualisation.
- Manipulate and link different data sets.
- Identity, collect and migrate data to and from a range of systems.
- Manage, clean, abstract, and aggregate data alongside a range of analytical studies on that data.
- Summarise and present data and conclusions in the most appropriate format for users.
- Proactive 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 main aspects of the role are to ensure you can

- Analyse and synthesis Data
- Manage Data
- Present Data in an impactful visualised way
- Understand various methods for statistical and data Analysis

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

### **Key areas of accountability:**

#### **Delivery and Support**

- 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.
- 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.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

#### **Analysis and Reporting**

- Independently collate, cleanse and analyse data, to support the department's decision-making process.

- Liaise across the team to prepare reports to inform review, planning and decision-making.
- Manage the delivery of scheduled pipeline reporting.
- Building and maintenance of Interactive reporting dashboards and manage administering these to relevant stakeholders.
- Collate, cleanse, and analyse pipeline data and make recommendations to support relevant activity within R&A, DE. The requests may include pipeline numbers of queries, providing pipeline data for accreditation purposes, contributing pipeline data to inform the School's Inclusion and Diversity strategy and others.
- Present requested analysis in easily understandable formats, catering to all stakeholders.

### **Compliance**

- Support the Exec Ed Department in ensuring any data transfers are in line with the Schools Data Protect Office.
- Assisting the DPO with processing of subject access, right to be forgotten and freedom of information requests from a pipeline perspective.

### **Collaboration**

- Collaborate closely with team members, other analysts and 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.
- Develop strong, collaborative relationships with key stakeholders

### **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.

### **Process Improvement**

- Proactively monitor processes, systems and practices within area of specialism, Executive Education, and identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking;
- Design process improvement solutions by talking to stakeholders and utilising technical skills and knowledge.
- Document process notes, guidelines and improvements.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues and follow through on new activities or actions brought about change to help support its successful implementation.

### **KPIs:**

- Delivery of high-quality service in area of specialism.
- Compliance with necessary regulations and processes.

- Proficiency in using the School systems to fulfil regular job requirements and provide support/training to colleagues when required.
- Development of solutions and improvements to issues within own area of specialism.  
Production of high-quality reports, with analysis to support management decision-making.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

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

- Bachelor's degree or equivalent experience.
- Advanced experience with Microsoft Excel and other systems and tools associated with accessing, analysing and visually presenting data to a variety of audiences.
- Advanced working knowledge of SQL
- Experience with Business Intelligence and visualisation tools like PowerBI & DAX
- Working knowledge of Microsoft Dynamics CRM - is a plus
- Good working knowledge of data management including data sources, data organisation and storage.
- Good communication skills and the ability to demonstrate strong verbal and written communication skills when sharing data insights with stakeholders.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills. Ability to apply logic and creativity to approach a problem.
- Positive experience of working within a customer-services orientated environment.
- Basic project management skills, working with stakeholders to gather requirements and deliver findings.
- Experience in building strong relationships with business end users,
- Experience of using software to extract, analyse and report on data.
- Desirable experience with VBA and python.

Resources including team management
n/a

Staff	n/a
Budgets	n/a
Date Updated	March 2023