



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Planning Officer (Surveys)

Department/Division: Planning Division
Accountable to: Senior Analyst (Education and Student Experience)

Job Summary:

To support a range of tasks undertaken within the Planning Division, primarily relating to data management, reporting and analysis of key surveys such as the National Student Survey (NSS), internal programme and course level surveys and other internal surveys as required.

Key Tasks:

1. Lead on data management for key survey data collected by the School: document the data, manage its transfer to data storage systems and prepare it for analysis.
2. Cross-check internally stored data against the survey data collection platform (EvaSys) to ensure accuracy and work with internal and external colleagues to resolve issues.
3. Build strong relationships with colleagues working on survey design and data collection: provide expert advice on the data management and analysis implications of design decisions and work collaboratively to solve issues as they arise.
4. Design, build and maintain survey data dashboards in the School's visualisation tool, seeking input from colleagues to ensure these meet end-user needs.
5. Join survey data with other internally held data (e.g. student characteristics data, assessment data) to help develop a nuanced understanding of education and student experience across the School.
6. Undertake quantitative analysis of survey data, highlighting historical trends and differences in outcomes across the School to highlight areas of best practice or concern.
7. Undertake analysis of qualitative survey comments and report on emerging and existing issues to relevant School groups.
8. Report analysis of survey data verbally and in writing (including through Word and slide decks) to colleagues from across the School, including senior staff, School committees, and non-technical audiences.
9. Proactively build relationships with colleagues from across the School to develop an understanding of how survey data supports progress towards the School's strategic priorities, particularly the LSE2030 Strategy, its priority 1: Educate for Global Impact and its associated portfolio of programmes and projects.
10. Research, design and implement new ways of reporting, visualising and analysing survey data to support progress towards the School's strategic priorities at various levels.
11. Provide training and support to colleagues from across the School in using and interpreting data from survey dashboards, including creation of training videos.
12. Provide expert advice on the survey data requirements as the School commissions and migrates to a custom data platform.
13. Support the Head of Management Information in assessing management information requirements for the Division and School as a whole.



14. Support the work of colleagues in the Division as required.

Duties/Responsibilities

Knowledge and Experience

Apply and continue to expand on a breadth of knowledge and experience to ensure that the work of the Division is carried out to the highest standard with regard to:

1. Effective data management processes
2. Meeting legal requirements regarding the collection, storage and analysis of different categories of data relating to individuals.
3. Effective utilisation of available software tools.
4. Appropriate analysis of quantitative and qualitative survey data.
5. Appreciation of the relationship between own work, the work of the Division and other parts of the School.
6. As needed, staying aware of relevant strategic developments with LSE, particularly Educate for Global Impact, and relevant sector developments.

Service delivery

Provide a high standard of service to all members of the School community:

1. Receive survey data from colleagues in other departments and prepare it for storage using tools such as Alteryx and Microsoft Excel.
2. Contribute to data quality processes, including creating reports and formulae to assess the accuracy of information and reconciling information held in different systems.
3. Create data dashboards and visualisations, seeking input from colleagues to ensure these meet end-user needs.
4. Undertake analysis of quantitative and qualitative survey data to support strategic decision making.
5. Ensure documents and other work outputs are produced to the required standard and distributed in a timely manner; occasionally involving working under pressure and to binding deadlines.
6. Ensure that regular requirements and ad-hoc requests for information held by the Division are effectively prioritised, processed and met in line with appropriate data protection requirements.
7. Strong attention to detail.
8. Excellent numeracy and IT skills.

Communication and Liaison

Receive, understand and convey information requiring careful explanation or interpretation to colleagues within and, where appropriate, external to the School:

1. Provide advice to colleagues working on survey design and delivery regarding requirements for optimum data management and analysis.
2. Work collaboratively to overcome issues in the ongoing collection, storage and analysis of survey data.
3. Liaise with colleagues working on survey design, delivery and use to agree timelines for data transfer, analysis and the sharing of findings, ensuring these fit with own workflow and wider business needs.
4. Communicate insights from the analysis of survey data to stakeholders across the School, verbally and in writing.
5. Develop and maintain professional networks within the School to understand how survey data is used and work with these to improve the quality and relevance of analysis.
6. Monitor developments from across the sector regarding best practice in the analysis and use of internal survey data to feedback on organisational performance.



Teamwork and Motivation

Contribute to the work of the Division and other teams in an active and constructive manner:

1. Lead on training end-users to build proficiency in accessing and understanding survey data presented in Tableau dashboards and elsewhere, producing training support materials as required.
2. Lead on training colleagues in the Planning division to understand best practice with regard to the analysis of survey data.
3. Meet regularly with colleagues within the Division to discuss and provide feedback on current and planned work and specific events.
4. Work on such other tasks and projects as may be assigned by members of the Division, which may include forming a team with other colleagues elsewhere in the School.

Decision making

Fully appreciate the implications of decisions taken, some of which will have a significant impact internally and externally:

1. Be the point of contact for queries and data requests relating to survey data, consulting and taking independent decisions to provide responses to requests as appropriate and in line with legal requirements. Determine, in consultation with colleagues, the best software tools and approaches to ensure safe and efficient storage and management of School student survey data.
2. Lead on determining the best way to analyse and visualise School student survey data including ensuring consultation with colleagues (including end-users),.

Planning and organisation

Take responsibility for the efficient planning, prioritisation and organisation of own work, contribute to projects involving input from colleagues from across the School and medium-term strategic plans for survey processes:

1. Organise own workflow to take account of competing priorities and multiple deadlines.
2. Monitor the progress of individual workflow and wider projects against agreed timelines and outcomes and take appropriate action where these are at risk of falling behind schedule.
3. Ensure that relevant documents are prepared and disseminated in a timely manner.

Initiative and problem solving

Use initiative to determine which of the available approaches will result in the optimal solution:

1. Assist in the formulation and implementation of new ways of working, including the development of improved systems and procedures.
2. Contribute as required to the discussion and development of School policy including involvement in the work of committees and in liaison with other Service Divisions and Academic Departments.
3. Gather and assess data to assist individual Academic Departments and Service Divisions in benchmarking themselves against their peers.
4. Work collaboratively to resolve issues regarding the quality of survey data, including changes in the way survey data is collected, stored and used.
5. Create new processes for analysing qualitative comments using the tools available within the School.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.



Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.