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 post holder.

Job title: Database Analyst

Department/Division: LSE Advancement
Accountable to: Head of Systems and Data

Job Summary:

To support the work of LSE Advancement by proactively engaging with users to understand and support the complete lifecycle of data - from requirements to developing analysis and reporting capabilities.

To support analysis and technical projects by undertaking data management tasks including drafting specifications, handling data-extractions and improvement of data-quality.

Duties/Responsibilities

Knowledge and Experience

- Produce SQL scripts and to extract relevant data for ongoing business analysis, project needs and in response to ad-hoc queries from users across LSE Advancement.

- Work with users to understand and document both data and reporting requirements across operational and strategic functions.

- Assist in the maintenance and management of LSE Advancement systems, database and data-interfaces by undertaking technical and project tasks including data extraction, import and screening.

- Manage deployment, testing and maintenance reporting solutions in liaison with suppliers, team members and users.

- Deliver regular reporting such as management updates, fundraising and financial monthly reporting.

- Support development of KPIs and metrics, insightful data visualisations and advanced dashboards.

Communication
- Write and maintain high quality technical and project documentation such as user/functional requirements documents and user/system test plans as required.

- Communicate analysis, findings and technical information about products and services in a way that is easy to understand to a majorly non-technical audience.

Planning and Organising
- Apply strong organisational skills to manage multiple tasks, reprioritising where appropriate, according to deadlines and business priorities.

Decision Making
- Undertake the production and detailed analysis of complex data both technical and financial, communicating results and conclusions, to aid decision making.

Service Delivery
- Liaise with colleagues in IMT Database and Development teams, providing technical and functional requirements, test data and guidance on LSE Advancement business rules and processes.

- Act as support for LSE Advancement queries relating to database, investigating and resolving issues where possible and escalating to suppliers where appropriate.

- Support data transfer process, monitoring confirmation/error emails, investigating and resolving issues where possible and escalating where appropriate.

Initiative and Problem Solving
- Taking an analytical approach to identify innovative, systems based solutions to address business issues faced by LSE Advancement.

Liaison and Networking
- Represent the School and LSE Advancement at sector conferences, workshops and user groups, disseminating information as appropriate.

- Create and maintain a strong working relationship with system vendors, attending user groups and conferences where appropriate.

Teamwork and Motivation
- The recruitment and line management of any temporary external resource recruited as part of project development stage, liaising with recruitment agency in respect of timesheets etc.

Analysis and Research
- Liaise with Heads of teams, providing data analysis and technical knowledge to the creation of data segmentation strategies for, for instance, Annual Fund Direct Mail and Calling programmes, maximising impact and driving income generation; Alumni Relations volunteer management and engagement tracking.

- Maintain an interest in the development of new sector technologies, researching and evaluating alternative technologies and systems, making recommendations where appropriate.

Note
The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility
To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

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.