



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: Business Analyst

Department/Division: Philanthropy and Global Engagement (PAGE)
Accountable to: Head of Systems and Data

Background

The **London School of Economics and Political Science** (LSE) is entering an exciting period in its 125-year history. LSE 2030 will deliver a new strategic direction that will preserve and build on LSE's status as a world leading social science university that educates brilliant minds and creates knowledge that can transform global societies for a global impact.

LSE is currently in the leadership phase of a major philanthropy campaign to underpin the LSE 2030 goals and to help shape the world in the process. Almost 50% of our Campaign goal has been raised in nearly three years and there is huge momentum building as we prepare for our Campaign public launch.

The LSE **Philanthropy And Global Engagement Division** (PAGE) serves, engages and works in partnership with alumni and friends, staff and students, volunteers, donors, global partners, organisations and the wider community to further the strategic aims of the School. These reciprocal relationships increase engagement with LSE across the world and increase philanthropic income and strategic partnerships for agreed School priorities.

Within PAGE, the **Alumni, Supporter Engagement and Operations** (ASO) function is responsible for delivering a holistic and integrated programme and infrastructure which enables LSE's community of alumni, donors, volunteers, partners and other friends to have a meaningful and enduring relationship with the School in support of strategic LSE goals. The team of c40 is led by the PAGE Operational Director/Director of Alumni and Supporter Engagement, Deputy Director of Operations, and Deputy Director of Alumni and Supporter Engagement.

ASO sits beside the other functions within PAGE **of Development** (philanthropy), **Corporate Engagement**, and **Global Academic Engagement**.

Within ASO, the Operations team is responsible for providing an effective infrastructure for philanthropy and engagement programmes. It consists of two main functions: **Systems and Data**, and **Income Management and Services**.

The **Systems and Data** team comprises a Head, Technical Analyst, Reporting & Insight Analyst, Data Officer, two Data Assistants, and this Business Analyst. It is responsible for providing systems, data and insight that enable and inform philanthropic and engagement efforts.

Job Summary

This role is a key member of the PAGE Systems and Data team which is responsible for providing



effective systems and data that underpin philanthropy and global engagement across LSE. The post holder is responsible for improving existing processes, monitoring and analysing system use and developing new ways of working with data in order that the LSE PAGE's business practices are enhanced - building strong collaborative relationships across the PAGE division and School in order to achieve this.

This is a practical role that covers a broad range of activities and will particularly suit someone with a business analyst mindset, strong data and database related technical skills as well as experience of successful project delivery.

The main technologies the postholder will be involved in are: Ellucian Advance Web Access and Anthology Encompass as well as integrations from systems and platforms in use across LSE. The postholder will be a key role as PAGE transitions to LSE's Salesforce CRM platform, translating current business practices alongside the Salesforce Business Analyst.

Key responsibilities within this role include (but are not limited to)

- Being proactive and curious about the business requirements of the PAGE Division
- Take a lead role in identifying, analysing and managing delivery of system and process improvement projects specific to PAGE, using business analysis techniques to devise and ensure solutions are delivered, documented and supported effectively.
- Developing strong relationships with key stakeholders across PAGE, and across LSE.
- Work with colleagues across the PAGE Division, gaining an understanding of how each team/area works - its priorities, methods, strengths, and challenges.
- Working collaboratively with team colleagues to deliver improvement projects adopting appropriate project management methodology as required.

It is a role where collaboration and non-technical communication are as crucial as business analysis technical aptitude.

Duties and Responsibilities

1. To take a lead role in system and process improvement projects specific to PAGE, using business analysis techniques and a structured project management approach, by:
 - Being the business analyst lead on improvement and development projects across PAGE systems and data.
 - Eliciting, collating, and analysing requirements from users, including as user stories and process mapping.
 - Communicating complex ideas and technical issues to a range of non-technical audiences.
 - Working with technical colleagues in PAGE to provide expert advice on the capabilities of systems and to provide solutions to business problems.
 - Ensuring solutions are compliant with regulatory requirements such as PECR, GDPR and LSE IT and data security policies.
 - Liaising with colleagues in Data and Technology Services (DTS) Division and other business led technical teams across the School.
2. To assist colleagues in reviewing and improving their business and data processes by:
 - Establishing credibility and maintaining effective collaborative relationships with business process owners and users.



- Leading discussions on and best practices for system use and business process implementation, using expert knowledge of PAGE systems, their capabilities and structure.
 - Recommending changes to business processes to improve quality or efficiency.
 - Role model enthusiasm and energy around good practice and the benefits of continuous improvement.
 - Ensuring improvements align to the PAGE strategy, and LSE2030.
3. To proactively manage requests for new projects and plan a programme of systems and data improvements, working with appropriate team colleagues and wider PAGE stakeholders:
 - Systematically triaging requests to the team for new work, managing stakeholder expectations, inputting to the prioritisation of resources
 - Using appropriate project management methodologies and tools.
 - Communicating clearly with colleagues in the team and across the Division or with other LSE stakeholders.
 4. To play an integral role to ensure the best use of systems for new and existing staff by developing a programme of training by
 - Building portfolio of training sessions (in person and recordings on demand) to be delivered by subject matter experts.
 - Creating and maintaining procedural documentation, guidance, and process maps to ensure that users can use systems knowledgeably and effectively: sharing good practice, new developments, or process changes.
 - Tracking support issues to identify training need.
 - Emphasising the importance of accuracy and completeness for data quality.
 5. To develop knowledge of PAGE systems and data structures well so as to be confident interrogating data using Oracle SQL.
 6. To be a proactive member of the PAGE Division and School in promoting a Community of Practice approach to developing, delivering and improving processes and procedures, working collaboratively across team, department and professional services boundaries to focus on the issue at hand.
 7. To represent LSE at User Group meetings and relevant sector conferences and events, and take part in online User Forums as appropriate to keep up to date with sector, other HEIs' and system developments.
 8. Maintain awareness of relevant technological innovations and good practice in the HE philanthropy and engagement space.
 9. To carry out any other tasks requested appropriate to the grade of the post and its purpose.

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.