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: Data and Insight Manager

Department/Division: LSE Careers   **Accountable to:** Head of Student Experience and Operations

Job Summary

The Data and Insight Manager is responsible for the provision and management of qualitative and quantitative data across all LSE Careers activities and the delivery of high-quality insight and analysis to inform decision-making and service development. This requires a combination of understanding data gathering methods, data management, analysis and visualization techniques with a drive to help embed a data insight-driven culture in LSE Careers, and the ability to communicate clearly and effectively to a diverse set of audiences.

You will have an interest in and develop a deep understanding of our various datasets which include our users, their career readiness, their engagement with us whilst at LSE and destinations post-graduation alongside their views and reflections on our activities and events which are central to improving our offer and services.

The post-holder will act as the Divison's lead for the annual UK Graduate Outcomes survey, which captures the activities and perspectives of recent graduates. This will involve working collaboratively with colleagues to develop, implement and review the processes by which the School requires to deliver its roles and responsibilities, as set out by the Higher Education Statistics Agency (HESA), through implementation, and into business as usual.

You will also act as a deputy for the Head of Student Experience and Operations and provide support with operational planning and the development, management and leadership of the Student Experience and Operations team.

Duties and Responsibilities

Communication

- Receive, understand and convey information requiring careful explanation or interpretation to colleagues
- Use available systems to develop reports in the most appropriate format and in a timely manner to parties requesting data
- Use engaging methods to present complex data to a broad range of audiences through a broad range of communication channels
- Present robust analysis and recommendations from the data to key audiences for review and action
- Develop and share key messages from data and analysis for use within the LSE Careers team, within LSE more widely and externally

- Write briefings and reports on LSE Careers activities for the Division's management team
- Create and maintain effective 'how to' guides, policies and procedures for staff and students
- Ensure the team delivers a service in line with the LSE Careers and Student Experience and Operations team values
- Represent the Head of Student Experience and Operations at relevant meetings

Teamwork and motivation
- Line manage the Data and Systems Assistant
- Manage and motivate staff by:
  - Conducting regular individual, team and career development meetings to set goals and review progress
  - Supporting staff to deliver on their responsibilities
  - Dealing promptly with concerns
  - Adhering to Division and School policies and procedures

Liaison and networking
- Uphold effective working relationships within the School to maintain enhance the Divison's data, insight and systems particularly in the Data and Technology Division and Planning Division
- Liaise with other institutions and HESA to keep up to date with developments and best practice in the Graduate Outcomes survey

Service delivery
- Undertake updates of information held by the Division, including the gathering and manipulation of large datasets and using formulae to analyse data within Alteryx and Microsoft Excel
- Ensure that work is produced to the required standard and distributed in a timely manner; occasionally involving working under pressure and to binding deadlines
- Define and develop common report formatting conventions
- Ensure that regular requirements and ad-hoc requests for information held by the Division are effectively prioritised, processed and met
- Manage our feedback practices ensuring their purposes are clear and continue to be appropriate, take account of the needs of different users and are shared and understood across LSE Careers
- Ensure the views of students, alumni and employers are central to improving our services
- Ensure LSE Careers is compliant with statutory and LSE policies around data protection

Decision making
- Working with the Head of Student Experience and Operations, devise and implement a data strategy
- Ensure provider responsibilities of the Graduate Outcomes survey are delivered on an on-going basis, these include but are not limited to:
  - Collecting and maintaining contact details
  - Submission of contact details
  - Analysis of data
  - Promotion of Graduate Outcomes survey

Planning and organising resources
- Plan, prioritise and organise individual and team tasks, meeting both internal and external deadlines with minimal supervision
- Develop plans and strategies for areas of responsibility ensuring objectives, targets and KPIs are set and are aligned to the Division's strategy
- Forecast and monitor expenditure for areas of responsibility ensuring it is kept within limits approved by the Division's management team
- Produce an annual cycle of feedback, analysis, reporting and action

Initiative and problem solving

- Independently deal with unexpected occurrences and troubleshoot and solve problems with processes and systems quickly and efficiently

Analysis and research

- Maintain oversight and responsibility for the collection, collation, quality assurance and analysis of all of the Division's data
- Utilise user insights and analytics to inform future developments
- Produce qualitative and quantitative reports and data visualisations using Tableau Desktop
- Undertake benchmarking and shape, commission and manage the delivery of research projects
- Act as a source of expertise for other colleagues undertaking research/research projects

Team development

- Train, provide guidance and inductions to new LSE Careers staff on the Divison's data, insight and systems
- Mentor, coach and appraise the performance of direct reports

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.