THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

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: Senior Planning Officer (Reporting and Insight Lead) (Fixed Term – One Year)

Department/Division: Planning Division **Accountable to:** Head of Management Information

Job Summary

Working within the Planning Division's Management Information Team the postholder will manage the set-up and implementation of the Reporting and Insight Sub-Team.

The post-holder will be responsible for managing the development and provision of reporting and insight within the Data, Reporting and Insight Service working in close collaboration with the Data Platform Team in the Data and Technology Services Division. Reporting and insight functions are devolved across the School, and the post-holder will need to develop and promote reporting standards for those areas of the School with their own report development capacity alongside the technical standards promoted by the Digital Productivity & Enablement Team, as well as delivering a suite of reports for areas of the School without their own reporting expertise.

This role will also help manage the transition from legacy visualisation tools (e.g. Tableau) to Power BI. The role is both management and hands-on activity. The post-holder will act as the reporting lead for Power BI within the service and support the Head of Management Information in developing and promoting School-wide governance for dashboards certified and shared using Power BI Service/Microsoft Fabric.

The role will also manage a Planning Officer and have responsibility, alongside the Data Platform Team's Engineering Technical Lead, for ensuring the Data, Reporting and Insight Service provides measurable benefits for the School and a seamless end-to-end service for end users.

Duties and Responsibilities

Knowledge and Experience

Apply and continue to expand breadth of knowledge and experience to ensure that the work of the Reporting and Insight Team, broader Data, Reporting and Insight Service and the Planning Division is carried out to the highest standard with regards the following activities:

1. Lead the creation and maintenance of Power BI reports, dashboards and applications, ensuring outputs meet user needs, support targeted insight, are accessible by design, and adhere to School reporting standards.
2. Lead on managing the Power BI report catalogue and ensuring certified dashboards, both those created by the service and those created by other data analysts around the School, are regularly reviewed and refreshed, or retired in line with School requirements. This will include working closely with the Digital Productivity & Enablement Team who monitor activity across the M365 Platform and developing internal processes which pro-actively identify dashboards needing review.

3. Lead development and maintenance of all standards, codes of practice and procedural documentation for the Reporting and Insight Team and support their adoption by devolved Data, Reporting and Insight Teams as needed.
4. Working closely with the School Brand Design Team and Digital Productivity & Enablement Team developing style guides, colour themes and templates for use in reporting across the School.
5. Develop a detailed understanding of data held within Fabric supplemented by insight into industry best practice to provide recommendations and expert advice on data selections for analysis and reporting (such as recommending key data splits for analysis).
6. Develop and maintain advanced technical skills in Power BI, Power Query (M), DAX, Microsoft Fabric and SQL (T-SQL preferred), keeping abreast of developments and advising reportees and colleagues on their effective application.
7. Undertake and/or oversee querying and analysis across Microsoft SQL Server, Fabric (warehouse and/or lakehouse environments), and other database platforms (e.g. Oracle), adapting approaches to different data structures and SQL dialects.
8. Support migration of reports from legacy platforms (these may include Tableau, Business Objects and Sisense or similar).
9. Support the Head of Management Information in developing and delivering the Reporting and Insight workstream of the Data and Insight Strategy's Operational Plan, ensuring it aligns with the overarching strategy, meets business needs and improves on the current reporting and insight landscape.
10. Compare, reconcile and validate data across systems, identifying discrepancies and supporting data quality and assurance processes.
11. Contribute to data definitions, data quality and data security discussions to ensure reporting is based on high-quality, secure, well-defined and managed data.
12. Maintain an understanding of the relationship between the work of the Data, Reporting and Insight Service, Planning Division and other areas of the School.
13. Demonstrate strong attention to detail, alongside excellent numeracy and IT skills.

Communication

Excellent communication skills and ability to engage effectively in complex environments, receiving, understanding and conveying information requiring careful presentation or interpretation to colleagues within and, where appropriate, outside the School:

1. Build productive networks across the Planning Division, DTS and devolved data, reporting and insight teams to embed consistent reporting approaches within the School visualisation tool.
2. Work closely with Data Platform Team's data engineers to ensure data is ingested and transformed in ways which support reporting, analysis and insight.
3. Work closely with the Senior M365 & Power Platform Technical Specialist to agree standards, levels and types of monitoring across the Power BI report catalogue.
4. Work closely with colleagues across the School to understand their reporting needs and provide tailored reporting solutions.
5. Use engaging methods to present complex data and robust analysis to a broad range of audiences using a range of communication channels which may include creating and operating visualisation communities of practice.
6. Undertake the induction and training of devolved data analyst staff as required on the use of School-wide reporting formats and standards.
7. Undertake or manage the processes providing initial induction and ongoing training to LSE staff on reporting and insight products.
8. Manage and develop easy to understand documentation to support report and insight governance.

Teamwork and Motivation

Actively and constructively contribute to and shape the work of the Data, Reporting and Insight Service, Planning Division and other teams:

1. Lead work on establishing the data and analysis requirements for specific reports working with end-users and the Data Platform Team in a collaborative and constructive manner.
2. Provide expert input to teams requiring reports, so that they can effectively use data and analysis to gain insight and inform their work.
3. Meet regularly with colleagues within the Data, Reporting and Insight Service and Planning Division to shape, discuss and provide feedback on current and planned work.
4. Manage, develop and coach the Reporting and Insight Sub-Team including organisation of regular team meetings and training events as necessary to develop skills and increase organisational resilience.
5. Plan and undertake Career Development Reviews for team members ensuring objectives align with Planning Division objectives and the objectives for the Data, Reporting and Insight Service.
6. Undertake regular one-to-one meetings with staff to ensure work progresses as planned and individuals feel supported in their roles.

Service Delivery

Provide a high and consistent level of service to all members of the School community:

1. Work in an agile delivery method to defined requirements to create user friendly, accessible reports, dashboards and applications occasionally involving working under pressure and to binding deadlines.
2. Leverage AI-enabled analytics tools (e.g. Power BI Copilot, generative AI) to accelerate dashboard development, automate insight generation, and enhance data storytelling.
3. Proactively identify and rectify problems, alongside amending processes to ensure problems do not re-occur.
4. Work with the Reporting and Insight Sub-Team members to remove any barriers to progress they are experiencing.
5. Contribute to data quality processes, including creating reports to assess the accuracy of information and reconciling information held in different systems.
6. Engage with sector bodies and high performing institutions as directed by the Head of Management Information to gain insight into innovative reporting activity and recommend how LSE could benefit from this knowledge.
7. Support the work of colleagues in the Data, Reporting and Insight Service and Planning Division as required and contribute to wider Divisional objectives.

Planning and organising

Take responsibility for the efficient planning, prioritisation and organisation of own work and the work of the sub-team, and contribute effectively to the work of the Data, Reporting and Insight Service, ensuring tasks are delivered on time and to a high level of quality.

1. Manage own workload and that of the team for activities and competing deadlines across different visualisation and analysis projects to support reporting activity being delivered as part of the service.
2. Communicate progress against target delivery dates regularly and escalate barriers to completion and competing deadlines to the Head of Management Information.

Initiative and Problem Solving

Use initiative to determine which of the available approaches will result in the optimal solution as well as supporting team members in their evaluation of available approaches:

1. Identify, investigate and resolve technical and analytical problems, drawing on internal and external sources where needed.

2. Translate data, reporting and insight requirements from end-users into new reports, dashboards and apps, researching and identifying the best way to present information to achieve desired outcomes and advising team members on suitable approaches to their own work.
3. Identify opportunities to improve systems for processing, managing, and analysing data and work collegially with team colleagues to implement improvements.
4. Develop and manage new ways of working with your team, contributing to a continuous improvement culture within the team, division and service.
5. Contribute as required to the discussion and development of School policy including in liaison with other Divisions and Departments.

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.

Free Speech
The Code of Practice on Free Speech outlines the responsibilities of LSE to protect and promote freedom of speech and academic freedom within the law for students, faculty, staff, and visiting speakers. It applies to all activities on LSE premises and those conducted in the name of the School or LSE Students' Union at any location. The Code confirms that LSE does not take formal positions on political or international issues but provides a platform for critical debate within the law, taking account of the various legislative requirements and the context provided by policies and procedures. Procedures are set out in the Code on how events must be arranged and conducted.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and inclusive university. All staff are expected to contribute to a working, teaching and research environment in which people are treated with dignity and respect, and to comply with LSE's duties to prevent unlawful discrimination, harassment and victimisation on the grounds protected by the Equality Act 2010. LSE is also committed to advancing equality of opportunity in relation to social and economic background. These expectations do not require staff or applicants to endorse any particular political, philosophical or contested viewpoint, and are subject to LSE's statutory duties and commitment to protect freedom of speech and academic freedom within the law, which includes the right of academic staff to question and test received wisdom, and to put forward unpopular or controversial opinions.

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.