

Data and Analytics Manager

Job purpose:

The Data and Analytics Manager will support the Head of Research and Insight in creating a strong data culture by working collaboratively with the Policy directorate and across all Law Society departments. The post holder will produce analysis and reports that strengthen decision making, allow Law Society colleagues to develop impactful policy, identify initiatives to improve member experience, and enhance the quality of our member products and services.

Key Accountabilities:

- Produce reliable statistics and forecasting for the solicitor profession with associated visualisations to engage a wide range of members and stakeholders.
- Maintain and develop PowerBI reports on the size and shape of the profession to support internal decision making and member content, underpinned by data management with Azure Data studio and SQL.
- Identify opportunities with the Policy teams to enhance use of data and analytics that address influencing priorities across Law Society strategic themes (e.g. through expansion of dashboards and automated insight tools).
- Lead on data literacy for the Policy department and wider organisation, educating on use of analytics and statistics in different contexts, and the importance of high-quality data collection (cleanliness, accuracy, validity and timeliness).
- Consult with the wider business on opportunities to use data analytics and data science approaches to optimise customer experiences, revenue generation, ad targeting and other business outcomes (for example predictive modelling, custom models and algorithms appropriate to Law Society datasets).
- Collaborate with CRM/data engineering teams to ensure data collection/storage strategies and methods allow for effective analysis with demonstrable benefits for the business.
- Presentation of information using appropriate data visualization techniques for a range of internal audiences including at senior management research steering group.
- Management of budgets and consultants as necessary, always seeking best value.
- Undertake advocacy activity to support the Law Society's data work, including writing and editing published copy, supporting speaking opportunities at events and conferences and using social media.

Knowledge, skills and experience

Essential:

- Educated to degree level in a numerate subject such as Statistics, Computer Science or other relevant discipline.
- Excellent and proven analytical and problem-solving skills that deliver outcomes which focus product and policy development.
- Ability to provide clarity to complex issues and synthesise large amounts of information, applying a logical process to derive insights. For example, running through several data sets to draw the right conclusions.
- Knowledge of data management, architecture, extraction and manipulation using SQL, including queries from multiple data sources, maximising impact of PowerBI and other reporting tools.
- Organised and methodical approach to work, able to work accurately and effectively on several tasks at the same time with minimal supervision, and arrange and prioritise a heavy workload for self and for others.
- Proven track record of working successfully as part of a team and contributing to the formulation of team objectives.
- Excellent stakeholder management, communication and presentation skills, such as tailoring approaches and findings for alternative internal and external audiences using relevant channels.
- Able to produce reliable and quality work on time during periods of pressure.
- Able to plan, organise and prioritise work activities as needs arise whilst maintaining a positive can-do approach.
- Ability to manage own wellbeing during busy and demanding periods at work, with support from the Society as appropriate.
- A proactive approach to supporting a respectful and welcoming environment at the Law Society.
- Demonstrable commitment to inclusion supporting the corporate objective to promote equality and diversity in the workforce and within the legal profession.

Planning & Organising

Essential:

- Strong project management skills and high attention to detail.
- Ability to manage own development in line with business and personal needs.

Desirable:

- Masters or other advanced degree in Statistics, Mathematics, or Computer Science.
- Experience of or training in statistical and data science techniques (e.g. forecasting, regression, clustering etc.)
- Experience with MS Azure Data Studio or similar data management and development tools.

Dimensions

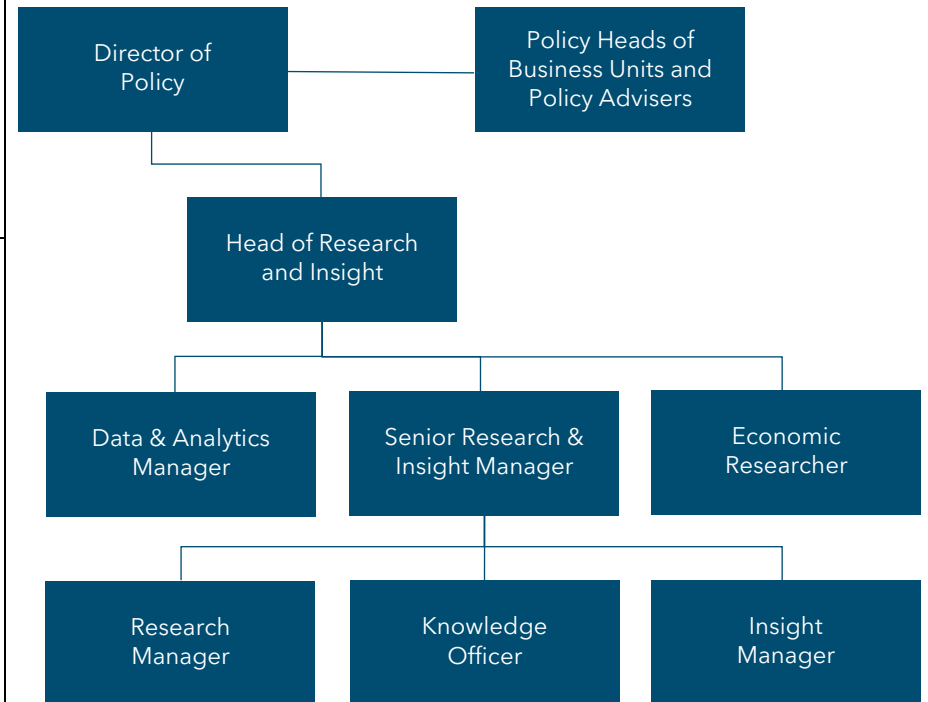
Operating environment

- The role sits within the Society’s Research and Insight team, part of the Policy directorate but with strong links to other technology, analytical and knowledge functions across the Law Society.
- The post holder will work in close collaboration with research, insight, knowledge management and economics experts.
- The Data and Analytics Manager will be required to work with teams across the organisation in developing analytical approaches and supplying outputs.
- Key relationships internally will be with Heads of Policy, CRM/data, member experience teams.

Creative Responsibility

- Principally in working with Research and Insight colleagues and internal clients to develop ideas for models and solutions that best meet the needs of the business.
- Also, in finding approaches to improve use of analytical results in policy and product development by all Law Society teams.

Organisation Chart



Analytical Responsibility

- Responsible for quality and business relevance of analytical outputs, and input to Law Society strategies for data collection and management.

Location

- 113 Chancery Lane, WC2A 1PL. This role is a hybrid role and will require days in our London office - current working arrangement is minimum 1-2 days in the office per week.