

TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

DATA AND INSIGHT MANAGER

Full-Time, Permanent

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DATA AND INSIGHT MANAGER

Contract: Permanent, full-time

Salary: £30,957 to £37,151 (Including LWA)

We are seeking a talented data specialist to play a key role in the advancement of one of the world's leading conservatoires.

Trinity Laban is a higher education institution of international renown focused on education of professional musicians, dancers, and musical theatre artists. Our exceptional campus buildings include the Old Royal Naval College in Greenwich and the Stirling Prize award-winning Laban Building.

This is a data focused role designed to support income growth from philanthropic sources and student fees. Other vital areas of data management include the alumni relations programme and wider stakeholder records and relationships. You will ensure robust data analysis and insight, maintain excellent systems to develop our business, and provide administrative support.

Our ideal candidate will be highly numerate, experienced in data management, and have excellent project management skills. You will ideally have a good working knowledge of Raisers' Edge CRM database, or equivalent, gained in the higher education or charity sector. A great administrator, you enjoy problem solving, are attentive to detail, and keen to work within an arts and creative environment.

As an equal opportunity's employer, we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender identity and expression, religion or belief, marital status, or pregnancy and maternity. Hybrid working arrangements are available.

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Please note all applications submitted will be shortlisted anonymously by our recruiting panel, so please ensure that your name and personal details are not included to your supporting statement, otherwise we will not be able to consider your application.

Closing Date: 23:59 hours BST, 09 October 2022 (No Agencies)

Interview Date: 20 October 2022

For any queries about this position that are not covered in the job pack, please email Katerina Filosofopoulou, People Services and Resourcing Officer on staffrecruitment@trinitylaban.ac.uk.

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London.

Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998.

JOB DESCRIPTION

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| Post: | Data and Insight Manager |
| Department: | Corporate Affairs |
| Reporting to: | Director of Corporate Affairs |
| Grade: | Grade 6 |
| Contract: | Full-time, permanent. |
| Location: | Old Royal Naval College, Greenwich. Hybrid working arrangements are available. |
| Key relationships: | Development, Student Recruitment, and Alumni Relations colleagues. Registry Systems and Data team. |

ABOUT TRINITY LABAN

Trinity Laban is an internationally renowned conservatoire, and the largest in the UK. It focuses on the main disciplines of music (including jazz, voice and composition), contemporary dance, and musical theatre. We are a specialist institution, with industry standard facilities and one of the largest teams of artists and teachers in the world. Our student body is drawn from over 60 countries world-wide, and artists from all over the world visit to deliver masterclasses, workshops and lecture demonstrations. We have established partnerships with some of the world's leading arts and educational organisations including Princeton University, CalArts, and Beijing Dance Academy. Our alumni programme is in contact with over 9,000 graduates in the UK and overseas.

CONTEXT

Our mission in Corporate Affairs is to build Trinity Laban's status and reputation, to maximise income earned through student fees, and to grow philanthropic income. The Data and Insight Manager is at the heart of this mission, providing the data, business intelligence and administrative support upon which we rely for success. The postholder will also work in collaboration with the colleagues at the Blackheath Halls to support fundraising from local supporters.

The postholder is the primary day-to-day user of our CRM systems, working closely with a specialist data team in Registry responsible for expert oversight and support to ensure that data is robust, optimised, and which also lead on new systems development.

PURPOSE OF ROLE

Your role will be to ensure good data collection, analysis, insight and administration, and to manage the data systems upon which we rely for strategic and business decisions, including:

- data services and day-to-day use and management of CRM databases

- analysis and business insight including business tools such as surveys and management reporting
- stakeholder services across corporate affairs functions

MAIN DUTIES

1. Management of CRM systems and data insight

- Manage the day-to-day inputting and accuracy of data held on Raisers' Edge and OpenCRM database systems.
- Lead Market Research projects, including student and alumni surveys
- Support and track alumni, donor and other stakeholder engagement
- Manage targeted initiatives to reconnect with 'lost' alumni
- Build relationship tracking systems to support business objectives
- Mine the database and our sources to identify prospective donors or donor groups
- Undertake data analysis and prepare management reports
- Maintain details on multiple stakeholder groups
- Manage a programme of continual improvements and development of data resources

2. Development and Alumni Relations services

- Manage input of data on donors and prospects and maintain and enhance donor records.
- Process and report on donations, and track acknowledgement and fulfilment of gifts.
- Process gifts and liaise with Finance for reconciliation and reporting
- Support tracking and fulfilment of donor care and stewardship.
- Complete and submit regular Gift Aid returns to HMRC
- Support research on donors and prospects.
- Ensure standardised development processes with Blackheath Halls
- Support alumni data input and import of graduating student data each year
- Provide data to support careers updates for current students and alumni
- Provide data for communications and events

3. Student Recruitment services

- Track and report on financial transactions
- Support timely booking of travel and accommodation for Student Recruitment activities in UK and overseas.
- Provide office-based support for staff whilst travelling overseas
- Support communications with prospective students, applicants and offer holders.

4. General administration

- Provide training and support for users of the databases
- Manage Trinity Laban FOI mailbox and co-ordinate/facilitate departmental FOI responses
- Manage the Data and Insight budget
- Other Administration duties as needed.

THE POST HOLDER MUST:

- At all times be committed to Trinity Laban's Equality and Diversity Policy.
- Adhere to all policies and procedures relating to Health and Safety in the workplace
- Promote the profile and image of the Department and of the Conservatoire in all

CONSERVATOIRE VALUES:

- All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at:
<https://www.trinitylaban.ac.uk/about-us/governance/our-vision>

Trinity Laban has a no smoking policy on its premises.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

Data and Insight Manager

PERSON SPECIFICATION

| Criteria | Specification | Essential/ Desirable | Measured By |
|---------------------------------------|---|-------------------------|---------------------------|
| Education/ Qualifications | Educated to degree level | Essential | Application |
| | Relevant administration or database qualifications | Desirable | Application |
| Experience | Administration and data management within an HE or charity environment | Desirable | Interview |
| | Experience of data collection and analysis in the development of business plans and new initiatives. | Essential | Application/ Interview |
| | Experience of working within a fundraising or alumni relations team | Desirable | Application/Int erview |
| | Experience reviewing and streamlining administrative procedures, including developing and implementing new processes and procedures as required | Desirable | Application/ Interview |
| | experience of establishing, developing and maintaining good working relationships with internal and external colleagues | Essential | Application /Interview |
| Knowledge or Understanding | Knowledge of Higher Education and/or the creative industries | Essential | Interview |
| | Working knowledge of data protection regulation and data management best practice | Essential | Application/ Interview |
| Skills and Abilities | Good project management skills | Essential | Application |
| | Well-developed administrative skills | Essential | Application |
| | Ability to work with data sets | Essential | Interview |
| | Ability to work accurately with numbers, and analyse numerical data | Essential | Interview |
| | Ability to prepare and analyse business plans | Essential | Application/ Interview |
| Personal Qualities | Good at problem solving and attentive to detail, | Essential | Interview |
| | Positive, innovative and solutions orientated | Essential | Interview |
| | Commitment to accuracy | Essential | Interview |

**TRINITY LABAN CONSERVATOIRE
OF MUSIC & DANCE**

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| Special Working Requirements | | Desirable | Interview |
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Please note that it will not be possible for the Conservatoire to issue a Certificate of Sponsorship for successful candidates as we are awaiting further information from UK Visas and Immigration. Applicants will therefore need to be eligible to work in the UK or have limited leave to remain in the UK and associated right to work for the duration of their employment with the Conservatoire, in accordance with the Immigration, Asylum and Nationality Act 2006.

CONDITIONS OF SERVICE – SUMMARY AND STAFF BENEFITS

- Contract:** Full-Time, permanent subject to a 6-month probationary period.
- Hours:** 35 hours per week, usually from 9.00 am to 5.00 pm Monday to Friday, (with a daily lunch break of one hour). Some evening and weekend working will be required during busy periods, for which time off in lieu will be given.
- Location:** You will be based at the Faculty of Music (King Charles Court, Old Royal Naval college but may also be required to work at the Faculty of Dance (Laban building, Creekside).
- Salary:** Trinity Laban Staff Salary Scale, Grade 6, Incremental Points 22 - 29, £31,886- £38,265 p.a., inclusive of a London Weighting Allowance of £3,957p.a. Salaries are paid on the last working day of each month direct into bank or building society accounts.
- Holidays:** 25 days p.a. in addition to Statutory, Bank and Public Holidays. Please note, only full calendar months will count.
- Sick Pay:** Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme.
- Pension Scheme:** The successful candidate will be auto-enrolled into the Universities Superannuation Scheme, if they meet the qualifying criteria. Employees contribute at the rate of 9.6% of their pensionable salary. The Conservatoire pays the Employer's contribution currently at the rate of 21.1% of pensionable salary.
- Staff Development:** A range of Staff Development opportunities are available.
- Library:** The Laban Library & Archive (Faculty of Dance) and the Jerwood Library of the Performing Arts (Faculty of Music) are available for use.
- Car Parking:** A limited number of parking spaces are available at the Laban Building, subject to availability.
- Cycle to Work:** A Cycle to Work Scheme is operated.
- Give as you earn:** A Give as you Earn Scheme is operated.
- Events:** There is a wide range of music and dance performances each week, many of which are free to members of staff.
- Classes:** Reduced rates access to Adult Classes.
- Eye Care:** Vouchers for eye tests are available for VDU users.
- Health:** Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department.

Cycle to Work: A cycle to work scheme is operated.

Give as you earn: A give as you earn scheme is operated.

INFORMATION ON TRINITY LABAN CONSERVATOIRE OF MUSIC AND DANCE

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking, and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms, and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

We work together in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London, and regularly perform at its leading venues.

To find out more, visit trinitylaban.ac.uk