

Data and Business Insight Manager

Full-Time, Permanent

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Data and Business Insight Manager (Corporate Affairs)

Contract: Permanent, Full time

Salary: from £43,000 inclusive of LWA

We are seeking an exceptional Data and Business Insight Manager to lead our data strategy and drive insight-led decision making across Trinity Laban. This is a pivotal role shaping priorities including student recruitment, global reputation and income generation.

Trinity Laban is a world-leading conservatoire, creating a home for performing artists where boundaries are pushed, collaboration thrives and artistic pioneers are made. We are proud of our inclusive community and our commitment to widening access, with the performing arts at the heart of cultural and social progress.

The postholder will provide strategic oversight of data systems and analytics, supporting engagement with prospective students, alumni, donors and industry partners. They will lead the development and application of insight to inform institutional planning and performance, including market analysis, business development projects and benchmarking activity such as QS World Rankings.

You will take ownership of core platforms including OpenCRM and Raiser's Edge NXT, driving a programme of continuous improvement across systems, processes and data quality. The role combines strategic leadership with hands-on expertise—resolving complex data challenges, delivering training, and embedding a strong data culture across the organisation.

As our lead authority on data strategy and management, you will design and develop robust data models and frameworks that ensure accuracy, integrity and meaningful insight. You will bring strong analytical capability, excellent project management skills, and the ability to communicate complex information clearly to a range of stakeholders.

This is an exciting opportunity to influence institutional strategy and deliver tangible impact through data and insight at a dynamic and ambitious conservatoire.

As an equal opportunity employer, positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

If you think this might be just the job for you, please register an account with our eRecruitment system (or login if you have an account) and complete an online application form using the following link <https://jobs.trinitylaban.ac.uk/>.

Closing Date: 23:59 hours BST, 18th June 2026 (No Agencies)

Interview Date: 1st July 2026

For any queries about this position that are not covered in the job pack, please email Katerina Filosofopoulou, Talent Resourcing and Organisational Development 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

Post:	Data and Business Insight Manager
Department:	Corporate Affairs
Reporting to:	Director of Corporate Affairs
Salary:	from £43,000 inclusive of LWA
Contract:	Full time, Permanent
Key Relationships:	Director of Corporate Affairs, executive team, and Heads of service

Purpose of the role

The purpose of this role is to drive the integration of institutionally significant data management tools and business insight for Corporate Affairs and the wider Conservatoire, enabling evidence-based strategic planning, performance management and regulatory compliance. The role acts as a key adviser to senior leadership and is key to advancing the organisation's commercial success and long-term sustainability.

- Lead and manage data reporting, analysis, and systems to support strategic decision-making.
- Responsibility for key databases and software while driving continuous improvement in data processes and systems, including providing support and training.
- Contribute to the development and delivery of conservatoire-wide projects and strategies, providing specialist insight into market trends, performance risk, growth opportunities and impact measurement.
- Provide analytical input into longer-term institutional planning cycles, including recruitment forecasting, reputational benchmarking, and commercial success.
- Provide strategic leadership and oversight to staff with data management responsibilities, setting institutional standards, priorities and shared methodologies to ensure consistency and alignment with conservatoire objectives.
- Build strong institutional relationships across the organisation to influence and contribute to the broader objectives and strategic aims of Trinity Laban.

Main duties:

1. Reporting:

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- Prepare and present complex institutional data and market intelligence to inform decision-making, with recommendations that influence conservatoire-wide strategy and resource allocation.
- Lead the creation, development and analysis of management reports for business teams including Student Recruitment and International Relations, Development, Alumni Relations, and Brand and Communications.
- Develop and implement reporting tools to continuously improve functionality and development of visual accessibility of data presentation.
- Work with colleagues across the conservatoire to ensure internal reporting is consistent and accurate and offer high quality insights.
- Communicate complex and technical data insights to senior audiences to support decision-making at Executive and Board level through briefings, presentations and written reports.

2. Data and CRM Management:

- Responsible for core databases and software; OpenCRM (with Jotform and Stripo integration), Raiser's Edge, Dotdigital and some integrations with Spektrix.
- Responsible for contracts associated with databases and software; act as the decision maker for cost-effective solutions.
- Provide leadership and advise on best practice on the use and maintenance of databases.
- Manage and provide day-to-day support to relevant teams. Be the point of contact and authority for queries and issues associated with the databases and/or software.
- Identify relevant data models and develop relationship tracking systems to support business objectives.
- Manage a programme of continual improvements and developments of data processes, systems and document control.
- Provide training and data quality guidance (written and verbal); demonstrate best practice to encourage a data-driven culture.

3. Project Management:

- Project manage and implement developments to OpenCRM and Raisers' Edge to support fundraising, future students' communications and conversion for Student Recruitment, and institutional communications to key stakeholders.
- Act as data and/or analytics lead for cross-departmental projects with institution-level impact, including KPI frameworks, performance dashboards, impact reporting, risk management and document control.
- Provide project management support for Trinity Laban projects that involve integration with other databases and/or software

4. Rankings and Surveys:

- Project lead for Trinity Laban's external reputational benchmarking (including QS World Rankings, CASE-Ross and others), acting as the institutional relationship manager and lead required data submissions, ensuring accuracy, consistency and alignment with overall strategy.

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- Lead and process-manage Market Research projects, including an annual Applicant Survey and ad hoc student and alumni surveys as required.

5. Data Governance:

- Lead on the data strategy to support departmental strategic goals.
- Lead the work of staff with data management responsibilities, facilitating coordination and best practice to ensure alignment.
- Act as a senior authority on data governance, contributing specialist expertise to the Data Governance Group and influencing policy, standards and compliance approaches.
- Liaise with data managers and system users across the institution to inform best working practices.
- Work with Trinity Laban's Data Protection Officer to ensure that Data Privacy and Retention policies adhere to the latest guidance.
- Maintain data held on Corporate Affairs databases and software to ensure compliance and integrity.
- Establish external relationships as part of cross sector data networks, including those promoting best practice in Higher Education data management and analytics.

6. Stakeholder Relations

- Act as a data and insight adviser to key stakeholders including the Artistic Management Team, Principal, Heads of Department, Registry, Finance and IT, supporting institutional decision-making and planning.
- Serve as a connector between technical and non-technical teams, enabling effective collaboration, shared understanding and delivery of cross-departmental data initiatives.
- Develop and maintain relationships with external partners and sector networks to stay abreast of best practice and inform continuous institutional improvement.

7. Financial Responsibilities:

- Manage the Data and Business Insights budget, making evidence-based recommendations to senior management on investment and value for money in data systems.
- Complete and submit regular Gift Aid returns to HMRC.

The Postholder must:

- *Be available to work evenings and weekends as necessary to attend events and performances*
- *Be available for regional or overseas travel from time to time*
- *At all times be committed to Trinity Laban's Equality and Diversity Policy.*

Offers of Employment

All provisional offers of employment are subject to proof of eligibility to work in the UK, verification of qualifications and satisfactory references.

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If you are unsure of your right to work in the UK, you can use the GOV.UK visa checking tool to establish your eligibility and options relating to visas.

Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants would be eligible for sponsorship under the Skilled Worker route.

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to the receipt satisfactory references covering current or most recent employment and the past three years of work.

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/>.

All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

Trinity Laban has a no smoking policy on its premises.

Data and Business Insight Manager (Corporate Affairs) – Person Specification

Criteria	Specification	E/D	Measured By
Education/ Qualifications	Educated to degree level	Essential	Application
	A formal/specialist qualification in data management	Desirable	Application
	A formal/specialist qualification in project management	Desirable	Application
Experience			
	Administration and data management within an educational, arts or charity context.	Desirable	Interview
	Experience of data collection and analysis in project management or business initiatives	Essential	Application/interview
	Experience of working within a fundraising or alumni relations team	Desirable	Application/Interview
	Experience reviewing and streamlining administrative procedures, including developing and implementing new processes as required	Desirable	Application/Interview

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	Experience of establishing, developing and maintaining good working relationships with internal and external colleagues	Essential	Application/Interview
	Experience managing a small team	Desirable	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	Demonstrable Project Management skills	Essential	Interview
	Strong administrative skills	Essential	Application/Interview
	Ability to work with complex data sets	Essential	Application/Interview
	Ability to work accurately with numbers and analyse numerical data	Essential	Application/Interview
	Ability to prepare and analyse business plans	Essential	Application/Interview
	Ability to communicate (verbal and written) complex analytical information to key stakeholders	Essential	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

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:	<i>Full-time, permanent, subject to a 6-month probationary period.</i>
Hours:	<i>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.</i>
Location:	<i>You will be based across the Conservatoire at the King Charles Court, Old Royal Naval College, Blackheath Halls (Lee Road, London) and Laban building, Creekside.</i>
Salary:	<i>Trinity Laban Staff Salary Scale, from £43,000 inclusive of a London Weighting Allowance of £4,319 p.a. Salaries are paid on the last working day of each month direct into bank or building society accounts.</i>
Holidays:	<i>25 days, in addition to Statutory, Bank and Public Holidays</i>
Sick Pay:	<i>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.</i>
Pension Scheme:	<i>The successful candidate will be auto enrolled into the Universities Superannuation Scheme, if they meet the qualifying criteria. Employees contribute at the rate of 6.1% of their pensionable salary. The Conservatoire pays the Employer's contribution currently at the rate of 14.5% of pensionable salary.</i>
Staff Development:	<i>A range of Staff Development opportunities are available.</i>
Library:	<i>The Laban Library & Archive and the Jerwood Library of the Performing Arts are available for use.</i>
Car Parking:	<i>A limited number of parking spaces are available at the Old Royal Naval College and the Laban Building, subject to availability.</i>
Cafeteria:	<i>Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks.</i>
Events:	<i>There is a wide range of music and dance performances each week, many of which are free to members of staff.</i>
Classes:	<i>Free weekly staff Pilates class as well as reduced rates and access to Adult Classes.</i>
Eye Care:	<i>Vouchers for eye tests are available for VDU users.</i>
Health:	<i>Reduced rates for Health services and access to the Cash 4 Health plan. Details</i>

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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

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 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 www.trinitylaban.ac.uk***