Microbiology Society – Job Description for:

Job Title: Journal Business and Data Manager

Reports to: Head of Business Development & Sales

Location: 14-16 Meredith Street, London, EC1R 0AB

1.1   About us

The Microbiology Society is a membership charity for scientists interested in microbes, their effects and their practical uses. It is one of the largest microbiology societies in Europe with a worldwide membership based in universities, industry, hospitals, research institutes and schools.

Our members have a unique depth and breadth of knowledge about the discipline. The Society's role is to help unlock and harness the potential of that knowledge.

Read more about our mission and values at microbiologysociety.org.

1.2   About you

The Journal Business and Data Manager will contribute to the successful management and development of the Society's journal portfolio.

The postholder will work with colleagues to develop business intelligence, KPIs and actionable insight from data held in different internal systems, including the publishing platform, the CRM, the manuscript submission system.

The postholder will work primarily with colleagues in sales, marketing, editorial and publishing to manage the business during a period of changing needs as data-driven decision making and opportunity monitoring gathers pace. This will require skills in handling complex data from a variety of sources and creating and communicating intelligence drawn from it, often in visualized form; and sharing submission, publishing output, sales, citation and usage data with stakeholders.

The postholder will also maintain the integrity of data which feeds out, or which is drawn from external sources. With knowledge of key public sources of data and working with third party vendors, the postholder will audit, monitor and where necessary take steps to correct data held by ourselves or others.

1.3   Responsibilities

- Ensure business critical KPIs are produced regularly to
    - Monitor key trends and changes in sales and editorial.
    - Support sales development efforts

- Combine institutional engagement data to enable segmentation and profiling for customer data in order to manage business transformation opportunity, specifically by
    - Providing bi-annual reports to Publish and Read customers
    - Providing publishing data to potential Publish and Read customers
    - Creating and uploading to the CRM pricing and quotes driven by publishing data
    - Maintaining and updating the Author database
- Draw data from publishing systems (submissions, transactions, CRM, bibliometric systems and publishing platform) and combine into regularly updated dashboards to:
    - Produce usage analysis to inform sales and marketing campaigns.
    - Build a strong relationship with our Journal development team to understand their reporting needs and translating these into requirements for relevant reports.
    - Provide search term, usage, and territory data to support our Editorial Boards in prioritising topics and to support the Head of Journal Development in devising content acquisition strategies.
    - Provide citation analysis and metrics for the Journal Development, Communications and Marketing teams
- Contribute to strategy on content discovery and monitor new services and efficacy of metadata distribution in order to maximise journal content usage.
- Research and advise on adoption of publishing data infrastructure elements such as persistent identifiers, authentication models etc.
- Produce and review requirements for improvements to existing systems and monitor data sources (internal and external) to ensure its integrity and accuracy.
- Support project management of all digital publishing projects to ensure data integrity is fully considered.

1.4   Knowledge and skills

Essential

- Business intelligence and communications skills

- Data analysis, modelling and visualisation from raw data

- APIs and integrating them seamlessly with in-house systems

- Commercial focus, ability to prioritise and work to deadlines

- Summarising and presenting findings clearly to internal and external stakeholders

- Advanced Excel skills including formula construction, add-ins and VBA

- Experience of combining data from multiple sources.

Desirable

- Knowledge of, or interest in, scholarly communications, particularly science research publishing

- Expertise in MS SQL Server databases, including their design and maintenance, and the ability to write data queries in SQL

- Experience working with reporting tools (preferably MS Power BI)