

SOUTHBANK CENTRE

Job Description

Post:	Data Analyst Officer
Department:	IT Infrastructure & Operations
Reports To:	Data and Analytics Lead
Closing Date:	25 March 2026
Salary Range:	£35,000 per annum

Southbank Centre

We are Europe's largest arts centre and the UK's fifth most visited attraction, occupying an 11-acre site that sits in the midst of London's most vibrant cultural quarter on the South Bank of the Thames. Our focus, as a charity, is to remain innovative, bold and experimental in what we do and to be highly relevant to the artists we want to work with and to the audiences we want to attract as well as to our current and future employees. We remain committed to creating a place where as many people as possible can come together to experience bold, unusual, entertaining and eye-opening work.

We present work for everyone and we welcome applications from everyone. By attracting people to work for us from a broad range of backgrounds with diverse attitudes, opinions and beliefs, we can continue to look at the world with fresh eyes and find new ways of doing things.

About the role and the team:

Reporting to the IT Data and Analytics Lead, this role will support the development and implementation of the organisational data strategy. You will work closely with various teams to help foster a data-driven culture and assist in deriving insights from data.

What you will bring to the team:

You will bring foundational knowledge of data analysis techniques and a willingness to learn and develop skills in BI infrastructure and statistical methods. You will assist in democratising access to data and supporting the embedding of modelling capabilities. You will help solve organisational challenges by supporting the analysis of data to highlight insights. You will proactively identify opportunities to use data to deliver value, working collaboratively with internal teams. You will be open to new ideas and eager to learn about market developments in analytic tools to help improve methods of measurement and monitoring. You will support the development of a data-centric culture by assisting with guidance and training.

Main Responsibilities:

Data Analysis and Insights:

- Support the Data and Analytics Lead in ensuring robust data analytic capabilities
- Assist in the analysis of complex datasets to generate insights
- Help promote the adoption and use of new analytics tools and platforms across functions

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Performance Measurement and Reporting:

- Support the establishment of key performance indicators (KPIs) in collaboration with team Data Leads
- Assist in preparing reports and dashboards to monitor performance and inform decision-making

Technology and Data & Analytics Infrastructure:

- Support the assessment, implementation, and management of data architecture, tools, software, and infrastructure
- Stay updated with emerging technologies and trends in data science, analytics, and business intelligence

Data Governance, Privacy, and Security:

- Assist in ensuring data handling processes adhere to industry best practices and legal requirements.
- Support the maintenance of a data governance and ownership framework.

Cross-Functional Collaboration:

- Collaborate with various functions and workstreams to identify opportunities for data-driven improvements
- Is able to demonstrate an understanding of and commitment to the role that diversity and inclusion play in the activities of the Southbank Centre as a whole and in the work of this particular job.
- Any other duties as reasonably requested by your line manager and or Head of Department.

Key Skills that would help you in this role:

- Demonstrate a foundational understanding of data analysis and a strong interest in modern statistical methods, tools, and platforms
- Possess effective verbal and written communication skills
- Adopt a highly motivated and eager to learn attitude, with a proactive approach to problem-solving
- Ability to support the translation of analysis results into data-driven insights
- Welcome feedback and strong self-awareness
- Demonstrate commitment to the principles of diversity and inclusion
- Proactively stays informed about industry trends and developments
- Demonstrable attention to detail, with the ability to work accurately with complex datasets, ensuring quality and consistency in reporting and analysis.
- A demonstrable collaborative approach, with the ability to work effectively across teams and functions to support shared data goals and contribute to cross-functional initiatives.

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If you feel that your skills and experience do not fully meet the criteria as listed in the Job Description but that you have other relevant skills and experience that would support you in this role, please do apply and note these in your application.

At the Southbank Centre we believe in:

Creating welcoming spaces

- Because upholding respect, safety and belonging is at the heart of vibrant teams and communities.
- This means us all taking responsibility for shaping and protecting a kind, compassionate and inclusive environment for others.

Making wonderful experiences together

- Because we all contribute to amazing artistic moments at the Southbank Centre.
- This means us all understanding and valuing the different parts we play in creating enjoyment and success.

Sparking new thinking

- Because different views and thought-provoking conversations inspire innovation, learning and growth.
- This means everyone having a desire to learn and being open to evaluating how they think and work.

Benefits & Perks:

As well as working at one of London's most popular and exciting sites the successful candidate will also benefit from the following:

- A min 5% employer's pension contribution (rising to 9% depending on your employee contribution), from day 1 of employment
- 28 days annual leave, plus bank holidays (pro-rata for part time employees)
- Hybrid working model (3 days office working, 2 days from home)
- Enhanced sick pay
- Enhanced family leave benefits
- Up to 30% discounts at onsite retail, food and beverage vendors
- Staff ticket offers for Southbank Centre events
- Free entry to Hayward Gallery
- Free/discounted entry with other reciprocal organisations
- Free staff yoga
- Free access to emotional support from a confidential specialist Employee Assistance Programme available 24/7
- Season ticket loan
- Cycle to work scheme