

# JOB DESCRIPTION

<b>Job Title</b>	<b>Scheduling Coordinator</b>		
<b>Reports to</b>	<b>Director, CSCT</b>		
<b>Department</b>	<b>Executive Education</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>2</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The Executive Education department nurtures longstanding relationships with the world's leading global corporations. As their trusted learning and transformation partner, they design and deliver learning solutions that enables their people and their business to transform and grow. Executive Education's products and services include a portfolio of over 30 open programmes and over 70 blended custom programmes. Annually, over 10,000 participants attend executive programmes that are led by many of the world's leading business thinkers. The Executive Education department generates circa a third of London Business School's revenues and is central to the School's strategy.

Executive Education programmes are delivered by world class programme teams, consisting of staff, faculty and contributors sourced from a global community.

## Job Purpose

The purpose of this role is to provide scheduling, coordination & administrative support to Resourcing Team for the management of Executive Education's Ecosystem of Learning Partners, in particular the extensive Coaching community.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Delivery and Support**

- Resource Coordination of Coaches & Tutors to Executive Education Open Programmes.
- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

#### **Analysis and Reporting**

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.

#### **Project Management**

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities.

#### **Financial Management**

- Accurately process Purchase Orders, invoices and input financial data into systems to support the tracking of team/department budgets.

#### **Process Improvement**

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

### **KPIs:**

- High-quality support service provided to all stakeholders.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

### **Knowledge/Qualifications/Skills/Experience required**

- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.

### **Date Updated**

**17/11/2022**