

# JOB DESCRIPTION

<b>Job Title</b>	<b>Planning Manager</b>		
<b>Reports to</b>	<b>Jenny Hannam, Director, Supplier and Contributor Community</b>		
<b>Department</b>	<b>Executive Education</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</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

Executive Education designs and delivers world-class learning solutions, including a portfolio of Open Enrolment Programmes for individuals and Customised programmes for client organisations. With an annual turnover of c£25 million, Executive Education accounts for a significant contribution to School's total revenue and is an essential part of the School's strategy and growth.

The Contributor and Supplier community department form part of Executive Education within London Business School and the team are responsible for all third-party activity from hiring to resourcing needs of the various Executive Education Programmes. The team are at the forefront of change through understanding the evolving business needs in terms of the learning propositions to align first class resourcing services. The programme resource model has transformed to primarily face to face delivery to virtual and hybrid programmes which requires development, resourcing and planning of complex programme needs to maintain our place as a leading business school.

## Job Purpose

Resource Planning is defined as Scheduling (including forecasting and horizon scanning) to ensure that the right programme resources are allocated to meet Executive Education programme demand for mostly external resourcing consisting of Design and delivery programme consultants, coaches, experiential contributors, learning managers, tutors and supporting suppliers.

This is a critical and exciting role to bring together all Executive Education's resourcing needs. Reporting to the Director of Supplier and Contributor Community you will support the resourcing needs of Executive Education global portfolio providing the correct resource planning of programmes to inform the right delivery and budgetary decisions.

As a Resource Planning specialist you will coordinate with the Programme Delivery and Contributor Supplier Community (CSC) teams to develop and deliver innovative business solutions in the areas of Forecasting, Demand Management/Demand Shaping, Detailed Scheduling, and Master Scheduling utilisation. This will involve direct development of the Scheduling system, Saviom and alignment with Salesforce and analytical reporting tools.

You will have overall responsibility for the Resource Planning within Executive Education, determining the right resourcing needs for the successful delivery of Open and Custom programmes including development of an approach for allocation resources for Delivery Programme Managers, as well as Programme Directors. This role will require review of all other resourcing within the teams including Coaching, Tutors, supporting suppliers and learning providers to provide a cohesive approach and develop reporting that encapsulates and determines the resourcing needs through reporting and engagement with the business.

This hands-on role requires driving technology and process innovation including the Saviom system and developing dashboard reporting to provide clarity for the internal teams, setting clear requirements, delivering regular reporting, communication, and change control processes in an agile environment.

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

### Key areas of accountability:

#### **Strategy and Development**

- Work with the Director of Contributor and Supplier community to align to the strategic requirements, including business and operational needs.
- Overall responsibility for Executive Education Resourcing Planning activities
- Development and implementation of best practice Resource Planning strategy, policy, processes, procedures, and aid and improve the operational performance to maximise customer satisfaction.
- Delivery of forecasting, including horizon scanning assessments and profiling to identify risks and mitigate resourcing issues including:
  - Deliver and track the Delivery Programme Manager resourcing budget
  - Tracking delivery of resourcing and highlighting any resourcing constraints in good time
  - Provide quarterly and adhoc updates for all resources against the agreed forecasts, to identify resourcing gaps in terms of competencies and potential geographical gaps
- Lead and drive resourcing technology development to meet the business needs and identify opportunities to standardise processes and system configuration and ensure compliance across all areas to meet the agreed standards.

#### **General Task management**

- Oversee and manage the planning system and review ways to minimize resourcing challenges.
- Create and publish high level integrated schedules in accordance with the requirements or needs of the necessary stakeholders.
- Manage the resourcing needs working in collaboration with the relevant Executive Education teams
- Oversee, develop, manage and maintain the IT resourcing systems to provide effective and accurate resourcing.
- Ensure the resourcing tools meet the operational model including reflecting such as delivering a model of engagement that reflects the start of resourcing beyond programme start dates and alignment of day or hourly delivery.
- Ensure that plans, schedules and performance metrics are available and regularly report progress for internal and external audiences, using business analytics reporting tools to create data dashboards, graphs and visualisations.
- Identify ways to increase efficiency and automation to standardise processes and system configuration and ensure compliance across all resourcing needs.
- Produce and track key performance indicators, monitor and audit data quality.
- Develop and support reporting processes, monitor and audit data quality, design and carry out surveys and analyse survey data.

#### **Stakeholder and team engagement**

- Ensure open communication systems where all stakeholders are informed about changes to established schedules
- Track analyse and report information appropriate to allow the EE stakeholders to manage their Clients and programmes.
- Work with the Director of Contributor Community to resource Programmes for Programme Directors
- Work with the CX Senior Managers to resource Delivery Programme Managers (Flex and Perm)
- Work with the rest of the CSC team to standardise any resourcing needs such as coaches, suppliers, and tutors.

- Work with the Space Manager to ensure delivery needs are aligned to the allocated space available.
- Ensure strong communication between teams
- Support any specific resourcing budget requirements fulfilling financial management to demonstrate optimal financial control.
- Develop relationships that will position CSC as a trusted business partner.

**Skills and Attributes:**

- Advanced proficiency in developing scheduling software to deliver timely and accurate processing and scheduling updates
- Analytical skills to develop, interpret and analyse complex data and trends and develop recommendations and strategies based on analysis
- The ability to work under pressure involves dealing with constraints (resource/time/unforeseen changes or problems)
- Able to effectively plan to mitigate or allow for unexpected problems.
- Excellent stakeholder relationship skills with the ability to engage, negotiate and manage key customers
- Commercially and financially astute with proven budget management, analytical, problem solving and organisational skills
- Results orientated with the ability to plan and prioritise multiple projects of self and others and to deliver against objectives and deadlines
- Project Management skills
- Excellent attention to detail mindset
- An appreciation of and an ability to positively resolve issues

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

- Previous experience of leading planning environment with expert knowledge and understanding of resourcing systems and processes and ideally within an educational environment.
- Appropriate qualification in planning or equivalent experience.
- Strong IT systems knowledge including knowledge and understanding of specialist systems, including planning systems (ideally Saviom) and CRM systems (ideally Salesforce/Microsoft Dynamics)
- Advanced Excel user
- Ability to analyse and manipulate technical and complex data and provide meaningful information
- Bachelor's degree or equivalent experience.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem-solving skills.
- Commercial and financial management including cost control and how this impacts resourcing.
- Ability to manage with positive engagements multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Ideally an in-depth knowledge of business education.