

# JOB DESCRIPTION

<b>Job Title</b>	<b>Career Skills Programme Manager</b>		
<b>Reports to</b>	<b>Head of EMC</b>		
<b>Department</b>	<b>Career Centre</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</b>

## About the School

At London Business School we have a profound impact on the way the world does business. 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 purpose of Career Centre is to enhance the career prospects and outcomes of our students and alumni. We aim to inspire exceptional career management and engage with high quality employers. We develop the career skills of students and alumni, preparing them to take ownership of their career development whilst supporting them to do so with confidence. We also engage with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni. In summary our role is to:

- Create and deliver a career development curriculum
- Coach and consult with students and alumni
- Provide access to a range of networking and career opportunities
- Provide career insights

Career Centre is composed of an Employer Engagement team and two Student Engagement teams – one for Leadership Programmes and Alumni and one for Early & Mid-Careers. Their work is underpinned and enabled by a Data and Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student and alumni career outcomes which are a key indicator and consequential driver of the success of any business school. Student and alumni career success drives heightened student interest, quality of student admission and participation, ability to attract and retain the very best staff and faculty, further engagement with and access to entrepreneurial, fast-growing and blue-chip companies and, thus, further student & alumni career success.

## Job Purpose

The role supports the work of the Early and Mid-Careers Team within Career Centre. You will work with the head of EMC and Career Leads, to plan and implement the career development curriculum for students.

Project management is a key responsibility and you will own the management of the scheduling and resourcing requirements that outlines the logistics around our delivery for EMC programmes. The role will also have a strong emphasis on running events, internal and external stakeholder management and producing regular management reports on activity. With an opportunity to demonstrate your creativity, it will involve curating and preparing content for communicating our offering to students and staff.

The post-holder will provide broad administrative support and be responsible for delivering outstanding customer service. You will be required to work with a number of stakeholders across the Department and School, including students, Central Services, different Programme Offices.

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

### Project Management

- Support Career Leads in careers curriculum planning for students: consult on requirements, create and update scheduling requirements in regular meetings with Central Services; review provision requirement and make further recommendations taking into consideration potential conflicts/ requirements of other parts of the Department (e.g. Alumni Career Events, Employer Engagement presentations) and the School (e.g. Programme Office events, Advancement team events)
- Help with resource planning after schedule is finalized using Airtable; uploading onto skills calendar and sending calendar invites to facilitators and those required to attend/interest in attending
- Manage all aspects of career skills events logistics and materials as well as supporting on webinars to ensuring smooth running of all operational logistics from event planning through to execution.
- Support the team with scheduled and ad hoc projects.
- Contribute to team or cross-departmental projects/discussions, sharing expertise and ideas.

### Event Planning and Management

- Ensure all events are executed to the highest standards, on deadline and to budget
- Coordinate events communications with event guests speaker such as alumni participants or faculty: draft invite communication, sending out invites and following up with alumni or guests
- Monitor the take up of events, record attendance and liaise with team members regarding event reservations
- Proactively communicate with students participants to ensure pre-event and post-events communication (e.g. event reminders, pre-work requirements, allocation reminder details) are clear and efficient for optimal learner experience
- Plan and host programme specific events. Work in conjunction with other parts of the Career Centre and the appropriate Programme Office to align scheduling; also work closely with the central services, AV and catering teams

### External resources

- Manage any temporary support staff and delegate to internal support helping with career skill events and projects including career skills events coordinator and Career Centre task force

- Work with Programme leads to book and liaise with external providers; ensure external providers invoices are processed and paid on time by PD
- Organise logistics such as rooms, badges, access to computers and any other requirements; answer any questions, provide bookings data for invoicing
- Support setting up of external coaches' coaching slots on Career Central and monitor the usage on an ongoing basis to ensure maximum utilization by students; collate feedback

### **Analysis and Reporting**

- Consider how processes can be done in a time-efficient manner, looking out for opportunities for automation of data collation and data input; liaise with IT/System support
- Support Career Leads and Coaches on employment tracking activities for the purpose of producing Employment Reports
- Liaise with programme leads and Data Team to prepare reports to inform review, planning and decision making; pull together student feedback to inform future delivery

### **Partner with stakeholders across the school**

- Build active and collaborative partnerships with stakeholders across the school including Career Centre colleagues, students, external coaches, Degree Programme Office, DPT, Advancement, and Recruitment & Admissions.
- Stay informed on events platforms and management topics across the groups, making sure the CC team is making use of new ideas and best practice.

### **Communications**

- Manage all event marketing, working with and liaising with other members of the Career Centre team for content, delegating production and distribution to coordinator
- Send out reminder emails, signpost via Announcements or What's App group as needed
- Signpost students to relevant resources and answer questions on using Career Centre systems
- Act as the contact person for career skill events related enquiries for designated programs; respond to student enquiries as required

### **Process Improvement**

- Monitor processes, systems and practices within area of specialism. Plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and current best practice thinking; follow through on delivery of improvements once agreed
- Trial and suggest new technology and ways of working, covering in-person, hybrid and virtual delivery.
- In collaboration with the Career Leads and the other colleagues, monitor responses to feedback, track and communicate actions taken; Record FAQs and feedback at Q&A sessions

### **General Administrative Support**

- Collaborate with and support events coordinators in the department; rotate leading on and contributing to cross-departmental events task force support team.
- Help with EMC related enquiries, ensuring queries responded to in a timely manner whilst providing an excellent level of customer service
- Update LBS Careers with relevant presentation slides or other materials
- Support team on final tracking of students, checking status on LinkedIn and updating LEAP
- Create CV books that showcase the early and mid-careers programmes talent, liaising with students and designers to produce a high quality product
- Liaise with Alumni Career Centre or Advancement on database of alumni contacts to source speakers for panel and help team create alumni profiles/case studies

### **KPIs**

- Delivery of high-quality support for all workshops and events
- Projects and scheduling requirements delivered on time and to high-quality standards and targets
- Timely and robust co-ordination of all internal and external resources.
- Production of high-quality communication and marketing
- Development of relationships within and outside the team, and positive feedback from all stakeholders
- Recommendations for improvements to processes and procedures in own area of specialism

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

University/Undergraduate degree

Project management experience; demonstrate attention to detail and planning

Relationship management skills and/or customer service

Excellent organisation and time management skills

Analytical skills; the ability to manage data and create reports

Strong communication skills, with the ability to engage a wide variety of audiences; marketing experience an advantage

Ability to deliver with creativity and a 'can do' attitude, proactive problem solving

Familiarity with systems to upload and check workshops, appointments and create CV books

Solid Excel and PowerPoint skills

Flexible approach to working hours; occasional early morning, evening or weekend work required

Our busy periods are from August – November, January – February and would be the times our team needs the greatest support. Annual Leave is generally not taken in busy periods.

<b>Staff</b>	N/A
<b>Budgets</b>	N/A
<b>Date Updated</b>	May 2021