

# JOB DESCRIPTION

<b>Job Title</b>	<b>Career Coach</b>		
<b>Reports to</b>	<b>MIM &amp;MAM Career Lead</b>		
<b>Department</b>	<b>Career Centre</b>		
<b>Job Family</b>	<b>Learning- Programme Management</b>	<b>Level</b>	<b>4</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

Career Centre is part of a wider team incorporating Degree Programmes and is known as Degree Education and Career Centre reporting to the Associate Dean. Career Centre comprises:

- an Employer Engagement Team;
- an Early & Mid-Careers Team (for MiIM/GMiM, MFA, MiF and MBA students)
- a Leadership Programmes Careers Team (for EMBA students, Sloan Fellows and Alumni);
- a Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student & alumni career outcomes which are a key indicator and consequential driver of the success of any business school. Student & 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.

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

The Early & Mid-Career Programmes Team, of which the successful candidate will be a member, provides career guidance and support to more than 1,800 students made up approximately of:

- 265+ (pre-experience) MiM & GMiM (+4<sup>th</sup> term students)
- 210+ (pre-experience) MFA
- 80+ (pre-experience) MAM
- 1000+ (post-experience) MBA (2 year groups)
- 130+ (post-experience) MiF ( + 4<sup>th</sup> term students)
- 140+ PT (working) MiF students (across 2 year groups)

The team comprises 4 Career Leads for G/MiM & MAM, MFA, MiF and MBA; 7 career coaches and two career events staff. The roles are interdependent and supportive of one another. As such, there are times when the focus of the team will switch between programmes.

## Job Purpose

As a key member of the Early Careers Team you will:

- work collaboratively with team, Career Centre and school-wide colleagues to ensure students experience an integrated career curriculum;
- act as a competent and informed communicator, helping students make sense of their career development journey throughout their time with us;
- design and deliver career and skill development workshops and run high levels of one to one coaching; both independently and with other colleagues, lead on and project manage career initiatives and programmes.

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

<b>Contribute to the design of a careers curriculum</b>	<ul style="list-style-type: none"> <li>• Contribute to the design of a careers curriculum for assigned student groups, initiating blended learning approaches that maximise the use of our online and in-person offerings</li> <li>• Design and deliver innovative and engaging career skill workshops to high professional standards (includes presentations to large audiences, small group workshops, online webinars, Skype and the School's Virtual Learning Environment)</li> <li>• Take a student's view of how they experience their early career development throughout their time at LBS; work with colleagues across Career Centre to continuously improve our students' career experience</li> </ul>
<b>Coach students</b>	<ul style="list-style-type: none"> <li>• Develop and maintain 1:1 student relationships</li> <li>• Assist students with exploring career goals and managing their careers via one-to-one and group career coaching</li> <li>• Review and give feedback on students' application documents</li> <li>• Provide students with mock interview and assessment centre practice</li> <li>• Interpret and advise on the output of self-assessment tools</li> <li>• Support off-campus students via Zoom and email</li> </ul>
<b>Student/Alumni engagement and programme analytics</b>	<ul style="list-style-type: none"> <li>• Reach out to, communicate with and engage assigned student groups on an ongoing basis</li> <li>• Track student career goals and development progress; collect and communicate programme analytics across the department and school</li> <li>• Maintain relations with key alumni, sourcing for guest speaker/panel and other networking opportunities</li> <li>• Source content for and produce regular newsletters/blogs/podcasts and other social media posts that support the students' career development throughout their time on the Programme</li> </ul>

<b>Labour market insight</b>	<ul style="list-style-type: none"> <li>• Together with EET colleagues, collate, write and share labour market and employer information</li> <li>• Further own market insight by attending sector specific development opportunities</li> <li>• Attend on-campus recruitment events, including occasional evening and weekend sessions</li> </ul>
<b>Partner with stakeholders across the school</b>	<ul style="list-style-type: none"> <li>• Build active and collaborative partnerships with stakeholders across the school including Career Centre colleagues, students, Degree Programme Office, Admissions and Advancement and student representatives</li> <li>• Work closely with elected Career Reps on initiatives and student feedback</li> </ul>
<b>Provide services to LBS Career Centre and the wider School</b>	<ul style="list-style-type: none"> <li>• Together with colleagues, represent the Career Centre at Admissions and Alumni events, including occasional evening and weekend sessions</li> <li>• Trial and suggest new technology and ways of working</li> <li>• Lead and contribute to cross-departmental projects</li> <li>• Any other duties assigned by your line manager</li> </ul>

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

- Extensive experience and understanding of Early Careers students and the challenges they face as they embark on their careers. This can be from working in similar business school or higher education institutions, or from working in recruitment or learning and development roles focused on early careers talent
- Understanding of the industries and markets that LBS students target, including knowledge of recruitment processes, job profiles and career pathways
- Comfortable using CRM systems, Excel, PowerPoint; Word; Zoom; Teams; LinkedIn and Actito desirable
- Knowledge of training delivery methods, including blended learning approaches
- Knowledge of databases and ability to manipulate and present data desirable
- Career guidance, coaching, CIPD or similar qualification or extensive early careers student coaching experience
- Collaborative team working mind-set
- Excellent communication skills and the ability to adapt to different audiences' needs

**Key Stakeholders**

- Career Centre Team
- Students and Alumni
- Other departments within the school including Programme Offices, Recruitment & Admissions, Advancement, DPT, etc.
- External speakers, consultants, coaches

**KPIS:**

- Positive feedback from students, colleagues and stakeholders
- Improvement in relevant programmed performance
- Strong cross team working relationships with key stakeholders
- Effective resource management and quality /timeliness of support
- Completed coaching notes and positive feedback from coaching sessions
- Contribution to the successful delivery of career initiatives in a timely manner
- Champion change by role modelling the behavior expected from all colleagues and consider the impact of change on all processes, systems, processes and people to ensure appropriate steps are taken for successful implementation

**HOURS OF WORK:** 35 hours per week. Occasional evening and weekend work required. This is a student-facing role and the School has a SMART working approach to working on campus. August, September, October, January and February are the busiest months of the year.

