

JOB DESCRIPTION

Job Title	Senior Career Coach		
Reports to	MBA Career Lead		
Department	Career Centre		
Job Family	Learning- Programme Management	Level	4

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 skills 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 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.

The Early & Mid-Careers (EMC) Programmes Team, provides career guidance and support to more than 1,500 students:

~1,000 (post-experience) MBA students (2-year groups)

170 (post-experience) MiF (2-year groups); 140 part-time (working) MiF (2-year groups); 280 (pre-experience) MIM and G/MIM; 155 (pre-experience) MFA; 80 (pre-experience) MAM students

The Early and Mid-Careers Teams are interdependent and supportive of one another. As such, there are times when the focus of the team can switch between all programmes.

The MBA Careers Team in particular focuses attention on the School's large population of mid-level experience MBA students (average 5 years of experience) and comprises a Career Lead (0.8FTE), 1 full-time coach, 2 part-time coaches who support the programme as well as work flexibly across other programmes, in addition to this role.

Particularly at peak periods and to track student employment outcomes, the MBA Career Team is supported by other team members across the Career Centre team, as well as external career coaches.

Job Purpose

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

- work collaboratively with the EMC team, Career Centre and school-wide colleagues to ensure students experience an integrated career skills 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)

Manage group of 12 volunteer student representatives

- Manage group of 12 career reps, elected by their classmates to represent them for collaboration and communication with the Career Centre. This involves chairing regular group meetings, designing engaging group interventions and overseeing selected initiatives

Contribute to the design and delivery of the MBA career skills curriculum

- Maintain a strategic overview of the MBA career skills curriculum, reviewing this for continuous improvement. Contribute to the design of the career skills curriculum, to maximize the combination of our efficient online offering and our high-touch in-person offering
- Design and deliver innovative and engaging career skills workshops to high professional standards (includes presentations to large audiences, small group workshops, online webinars, Zoom and the School's Virtual Learning Environment), basing content on research as well as the wider team's combined experience
- Take a student's view of how they experience their mid-career development throughout their time at LBS; work with colleagues across Career Centre and LBS to continuously improve our students' experience
- Design, run and analyze the MBA Careers survey twice a year. Present findings and recommendations in writing and verbally to key stakeholders

Coach students

- Assist students with exploring career goals, managing their career development, articulating their career narrative and navigating challenges in their tactical recruitment steps in one to one career coaching sessions (both face to face and online) and through email support

- Develop and maintain a high number of one to one student relationships
- Review and give feedback on students' CVs and Cover Letters
- Provide students with interview practice and feedback
- Advise on the output of self-assessment exercises, and on the wide range of learning opportunities and resources available across LBS

Engage MBA students and alumni

- Reach out to, communicate with and engage assigned student groups on an ongoing basis
- Track student career goals, development progress and employment outcomes
- Maintain relations with key alumni, sourcing for guest speaker/panel and other networking opportunities
- Source content for regular newsletters/blogs/podcasts/videos that support the students' career development throughout their time on the programme

Deputize for Career Lead when needed

- If required, represent the MBA Careers team at events such as Student Townhalls or meetings with key internal stakeholders
- First point of contact for complex student queries and complaints, before passing on to MBA Career Lead

Develop and share labour market insight

- Together with Employer Engagement team colleagues, collate, write and share labour market insight, employer information and student stories
- Further own market insight by attending sector specific development opportunities
- Attend on-campus recruitment events, including occasional evening and weekend sessions

Partner with stakeholders across the business school

- Build active and collaborative partnerships with stakeholders across the school including Career Centre colleagues, students, MBA Programme Office, Admissions and Advancement and student representatives

Provide services to Career Centre and LBS

- Together with colleagues, represent the Career Centre at Admissions and Alumni events, including occasional evening and weekend sessions
- Trial and suggest new technology and ways of working
- Lead and contribute to cross-departmental projects
- Any other duties assigned by your line manager

Knowledge /Qualifications/Skills/Experience required

- Wide experience of developing innovative and engaging workshops and training sessions, that support the students' career management. Knowledge of training delivery methods, including blended learning approaches, and ability to maintain high levels of energy even at peak delivery times
- Experience in intense levels of one-to-one career coaching/guidance, particularly at mid careers level. Ability to deliver a high volume of career coaching sessions consistently

- Career guidance, coaching, CIPD or similar qualification or extensive coaching experience with mid-careers professionals or post-graduate students. The ability to adapt your coaching approach to different needs
- The empathy and interpersonal skills required to help individuals navigate complex career decisions coupled with the drive to proactively engage and support MBA students as they embark on exciting career transitions across sectors and geographies.
- Extensive experience and understanding of MBA students, their typical motivations and the challenges they face as they embark on their careers. This can be from working in similar business school or higher education institutions, from working in recruitment or learning and development roles focused on the mid-careers talent or from own experience of an MBA programme
- Understanding of the industries and markets that LBS students target, including knowledge of recruitment processes, job profiles and career pathways. Passionate about companies, markets and the changing world of work
- Experience of working in a multicultural environment; sensitivity to employment differences between the UK and elsewhere; experience of key geographies that our students recruit into is an advantage
- Commitment to continuous quality improvement and a proactive desire to ensure great end to end customer experience
- Project management skills
- Flexible approach to participate and contribute to the wider work of the Career Centre. Collaborative team working mind-set
- Comfortable using CRM systems, Excel, PowerPoint, Word; experience with virtual learning environments, online coaching (mostly via Zoom), social media experience desirable
- Knowledge of databases and ability to manipulate and present data desirable

Key Stakeholders

- Career Centre team
- Student Body
- Career Reps
- MBA Programme Office, Advancement, Admissions
- Student Clubs

KPIS:

- Positive feedback from coaching sessions and workshops,
- Volume of coaching sessions and effectiveness of email outreach for assigned student groups
- Positive feedback from students, colleagues and stakeholders
- Relevant programme performance
- Strong cross team working relationships with key stakeholders
- 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

Date Updated

May 2022