

JOB DESCRIPTION

Job Title	Manager, Experiential Learning		
Reports to	Associate Director, Experiential Learning		
Department	Experiential Learning		
Job Family	Learning	Level	3

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

Degree Education and Career Centre contributes to the School vision by:

- Attracting and selecting talent from around the world
- Creating an environment in which students can learn and faculty can teach
- Maximizing student and alumni career opportunities through developing their career skills and engaging with employers.

We want to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes, which includes the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and HKU), the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and modular), the Masters in Management and Global MiM (MiM) and the Masters in Financial Analysis (MFA). The degree portfolio represents over 50% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times.

The Experiential Learning (EL) team comprises global experiences, student led learning, and London projects. We deliver over 20 global experiences for over 1,200 Degree programme students, over 90 London-based consulting projects to over 500 students, and have developed student-led learning programmes such as the Leadership Incubator. The EL team aspires to be globally recognised for its innovative experiential learning approach and a culture of challenge, and the team's purpose is to challenge students to apply learning through transformational experiences with a responsible, real-world impact.

Job Purpose

Increasing its presence and relationships within and outside the UK is a key priority for the LBS as a global business school. This position will support and help lead the Experiential Learning team to provide quality applied and integrative learning experiences to students, and will contribute to the planning, growth and development of the experiential portfolio.

The postholder will report to the Associate Director, Experiential Learning and will be responsible for supporting the design, delivery and implementation of strategic projects as well as budget planning, tracking and forecasting for Experiential Learning.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Planning

- Contribute to the development and management of operational plans across the Experiential Learning team and enable successful implementation by prioritising and aligning planned activities.

Programme Delivery

- Support the review of Experiential Learning processes and IT alignment, taking responsibility for appropriate stakeholder engagement to ensure delivery of collaborative processes.
- Create policy documents and/or best practice guides, liaising across teams to gather data and ensuring that guidance and regulations are kept up-to-date and contribute to the delivery of high-quality learning interventions.
- Ensure Global Experiences risk management procedures are up to date prior to travel and plans are clearly communicated to participants and internal and external stakeholders.
- Monitor the completion of standard processes and activities to ensure regulatory compliance.
- Monitor the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.

Student/Participant Experience

- Support the co-ordination and delivery of a world-class learning experience for stakeholders.
- Ensure that students/ participants have access to support and resources as required to enable the most effective learning experience.
- Support the development and delivery of feedback activities that contribute to learning enhancements and the continuous improvement of student/ participant/ stakeholder experiences.

Scheduling and Resource Management

- Contribute to the development of detailed action plans, timetables, and responsibility, and lead the management of these processes to ensure the timely implementation of tasks.
- Provide support/guidance to faculty and colleagues within area, ensuring the timely provision of information and resources that enables high-quality teaching.

Analysis and Reporting

- Create and maintain monitoring mechanisms for key performance indicators, e.g., quality, impact and/or cost of learning interventions, undertaking research as required to gather information against quality standards.
- Manage data collation and analysis, probe and use findings to develop further insights to inform decisions on future programmes.
- Assist in the preparation of complex reports to inform review, planning and decision-making.

Supplier/Contractor Management

- Effectively lead the the management of supplier contracts and internal documents related to Global Experience initiatives.

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard. Take any necessary action based on feedback and escalate issue resolution when required.

Collaboration and Stakeholder Management

- Inform the annual Experiential Learning planning cycle, ensuring collaboration with programme offices and other key departments.
- Represent the team to colleagues, stakeholders and cross-School groups on occasions, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning/ programme/ customer experience outcomes.

Financial Management

- Support annual budget planning and quarterly forecasting to ensure the successful delivery of all experiential learning initiatives.
- Ensure all relevant contracts for Global Experiences programmes are prepared, reviewed and signed by the appropriate parties.
- Continuously review initiatives and delivery to optimise the use of resources.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Sound project management experience with strong planning skills.
- Experience of using software related to own team or department to extract, analyse and report on data.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple internal and external stakeholders.
- Sound understanding of the wider School's offerings and those of competitors.
- Budget management experience
- Experience in effectively managing external suppliers/contractors.

Process improvement

- Monitor processes, systems and practices across Experiential Learning, plan and carry out regular reviews to identify opportunities for improvement considering changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

KPIs:

- Experiential Learning courses and initiatives delivered on time, on budget and to quality standards and targets
- Area/ team compliance with necessary regulations/ processes
- Quality of recommendations and input into wider operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports, with analysis to support management decision-making.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.
- Up-to-date and accurate financial information for all Experiential Learning areas
- Strong cross-team relationships with key stakeholders.

- Positive feedback from students, colleagues and stakeholders.