

JOB DESCRIPTION

Job Title	Operations Manager		
Reports to	Executive Director, Career Centre		
Department	Degree Education & Career Centre		
Job Family	Business Services	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

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:

- Early & Mid-Careers Team;
- Leadership Programmes Careers Team;
- Employer Engagement Team;
- 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.

Career Centre inspires and supports students & alumni to maximise their career potential through the provision of a market-relevant career curriculum, designed and delivered by a team of exceptional Careers Professionals, Career Leads and Career Coaches. Career Centre also engages with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni.

Job Purpose

The purpose of this role is to support the Career Centre team in ensuring the delivery of an excellent experience to all internal and external stakeholders. The role holder will manage the core operations for Career Centre, including but not limited to the front of house service, financial and systems processes, and team engagement and communications.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Customer Experience Management

- Responsible for the Career Centre front of house function. Ensure an outstanding welcome experience and efficient processes are in place for on-campus and virtual visitors
- Manage and respond to enquiries in the Career Centre mailbox in a timely manner
- Support event management colleagues with event coordination during peak periods

Operations Management

- Manage the operations for Career Centre, ensuring compliance with both School and Career Centre policies for long-term efficiency and effectiveness
- Develop and document effective processes to support the running of the department, and ensure sufficient resources (IT, stationery etc.)
- Create and manage effective processes for onboarding new starters and dealing with leavers.

Operations Delivery

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders
- Manage the Career Centre team meetings schedule and agenda, as well as away days, training days, social events and any ad hoc communication/engagement activity

- Act as key contact for Space Management, Estates, Security and Facilities, solving routine problems, and liaising with other departments in the School to resolve issues
- Act as key contact for broad IT related issues, including collating and escalating issues related to systems used within the department

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.
- Ensure staff are processing payments and expenses correctly and manage the department credit card
- If accountable for budgets related to projects or team events they are managed and monitored effectively adhering to budget forecasts.

Data Management, Analysis and Reporting

- Ensure all processes are GDPR compliant and share best practice for information management and data protection across the team to guarantee Career Centre's compliance
- Organise and monitor systems, databases and records to ensure accuracy, in line with established processes
- Oversee the student feedback collection and analysis process
- Prepare reports and analysis as required by Senior Leadership Team to support projects and meetings
- Support the Data team as required during peak periods with other data analysis and reporting requests

Project Management

- Manage projects, in liaison with a relevant Senior Leadership Team sponsor, to drive Career Centre initiatives, e.g. bench-marking, process review
- Assist in production of presentations and other written and digital collateral that represent the Career Centre brand internally and externally

Relationship and Stakeholder Management

- Be the initial point of contact for Career Centre staff for any operational and administrative issues
- Establish key working relationships across the department and School, and anticipate needs of key stakeholders to be able to drive forward initiatives proactively.
- Step in as needed to support delivery of key projects, events and tasks across Career Centre
- Represent Career Centre on relevant committee and working groups
- Support the Executive Director and Career Centre Senior Leadership team as required

KPIs:

- High-quality experience and support provided to all stakeholders
- Timely response to and resolution of enquiries, requests and issues
- Production of high-quality materials.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with all processes, procedures and standards.
- Accuracy of financial records.
- Effective leadership of process reviews and operational improvements.

Key Requirements:

- Good A level or equivalent qualifications.
- Excellent organizational skills, with a sound attention to detail and the ability to prioritise
- Excellent communication skills and the ability to address a variety of stakeholders
- Proactive approach to relationship development with colleagues
- Good team working skills and the ability to work collaboratively
- Sound working knowledge of standard IT packages, systems and databases
- Strong research and analytical skills
- Ability to interpret and apply guidelines to a specific activity
- Experience in standard financial management processes.
- Experience of and passion for working in a customer facing environment
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Staff	None
Budgets	None
Date Updated	13/04/2021