

JOB DESCRIPTION

Job Title	Careers Programme Manager, Alumni & Leadership Programmes		
Reports to	Alumni Careers Development Manager		
Department	Career Centre		
Job Family	Relationship	Level	3

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 careers and professional development curriculum
- Coach and consult with students and alumni
- Provide access to a range of networking and career opportunities
- Provide employment 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 an Operations Team and 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.

Job Purpose

The role supports the work of the Leadership Programmes and Alumni Team within Career Centre. You will work with the Alumni Career Development Manager, and Career Leads, to plan and implement the careers curriculum for students and alumni. Event management is a key responsibility and you will own the marketing and promotion of all events and activities. The role will also have a strong emphasis on the management of information; evaluating/tracking what we do and producing regular management reports on activity. With an opportunity to demonstrate your creativity, it will involve curating and preparing content for internal and external audiences.

A significant aspect of the role is supporting Alumni engagement as part of the Alumni Career Centre (ACC), which is a strategic priority for London Business School. This role has responsibility for supporting the range of activities that Career Centre deliver for, and with, alumni. To that end, there are two key areas that we focus on:

- To support alumni with their career development, providing relevant information and advice along with connecting them with employers, opportunities and resources.
- To identify opportunities where alumni can support the Career Centre objectives.

The post-holder will provide broad administrative support and be responsible for delivering outstanding customer service to the alumni community as the first point of contact.

You will be required to work with a number of stakeholders across the Department and School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Event Planning and Management

- Support Career Leads in careers curriculum planning for students
- Manage all aspects of alumni/student events and webinar programme ensuring smooth running of all operational logistics from event planning through to execution.
- Working across the team, identify relevant topics and source high caliber presenters, work closely with the operations, AV and catering teams, host the events, be the 'face' of Alumni Career Centre and network with alumni, report on attendance, manage event feedback process, manage event budget
- Manage all ACC activity at Alumni Reunions including scheduling career coaching; career workshops; ACC marketing
- Ensure all events are executed to the highest standards, on deadline and to budget

Stakeholder Management

- Manage the alumni coaching service: liaise with the alumni career coaches, maintain an accurate coaching client database, collect and report on client feedback and manage the external coaching pool onboarding, communications and invoice processing
- Manage relationships with any third party providers; Identify and review new opportunities and resources, including managing the on-boarding and set-up process for new external suppliers.
- Maintain relationships with counterparts in other business school and encourage collaboration e.g. reciprocal event invites; access to our reciprocal partner job boards; referrals to new resources; ideas for speakers
- Work across the Career Centre to identify how alumni can support the student careers curriculum

Analysis and Reporting

- Liaise with stakeholders to prepare reports to inform review, planning and decision making
- Update and maintain all activity trackers and liaise with Advancement to ensure all data is captured in the relevant internal systems (coaching, event attendance, enquiries etc).

Communications

- Run an effective marketing campaign for all events
- Plan, create and update Alumni Career Centre pages on the website, Portal and Alumni Hub. Maintain up to date event listings and resource information and feature new resources in a timely manner
- Manage all newsletters working closely with relevant departments such as Advancement and Marketing teams
- Regular postings on the Portal/Hub discussion boards and LinkedIn
- Update collateral and 'user guides'

General Administrative Support

- Be the point of contact for all alumni related enquiries, ensuring all queries are responded to in a timely manner and liaising across the School to ensure alumni queries are answered, whilst providing an excellent level of customer service.
- Update Student Canvas pages with relevant careers content, presentations and events
- Research content that can be used to support our stakeholders on the topics of career development, such as articles and TEDTalks.
- Produce standardised FAQs on careers related topics
- Support the creation of directories that showcase the leadership programmes talent, liaising with students and designers to produce a high quality product
- Manage a database of alumni contacts and create alumni profiles/case studies
- Collaborate with and support other Coordinators, Programme Managers and Assistants across the department

Knowledge/Qualifications/Skills/Experience required

University/Undergraduate degree

Demonstrable experience in relationship management and/or customer service

Previous experience working with alumni populations an advantage

Project or events management experience

Excellent organisation and time management skills

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

Analytical skills; the ability to manage data and create reports

Ability to deliver with creativity, flair and a 'can do' attitude

Flexible approach to working hours; some evening and weekend work required

Staff	N/A
Budgets	N/A
Date Updated	May 2019