

JOB DESCRIPTION

Job Title	Senior Account Manager		
Reports to	Director, Client Experience		
Department	Executive Education		
Job Family	Relationship	Level	4

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 customized 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

Executive Education designs and delivers impactful learning solutions for organisations, that enable their people and teams to act, transform and grow themselves and their business. This includes an extensive portfolio of in-person, blended and online programme titles delivered from our campus in London and customised blended programmes delivered around the world.

Programmes are targeted at middle and senior executives, as well as high potential early careers and board level directors.

Executive Education has ambitious growth targets in the next five years, accounting for an important proportion of the School's total revenue. It is a key part of the School's future strategic and growth plans.

Job Purpose

The Senior Account Manager is a pivotal commercial project leadership role within Executive Education, accountable for translating client needs into outstanding learning experiences. This role combines rigorous project management, strong client partnership, and resilient delivery execution to ensure the seamless delivery of custom programmes.

Working independently or alongside a Client Director, the Senior Account Manager leads from contract to completion, driving delivery timelines, managing cross-functional teams, and ensuring all stakeholder expectations are met. Whether delivering for a major global client or scaling impact for strategic accounts, this role demands initiative, adaptability, and a relentless commitment to client satisfaction. They bring a solution-focused mindset, navigating complexity with a proactive, can-do approach that keeps projects moving forward and clients supported.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Project & Programme Management

- Lead the full lifecycle of client programmes, from commercial handover through to post-programme review—delivering to time, budget, scope, and quality.
- Establish and maintain clear project governance, timelines, and resource planning, ensuring roles, deliverables, and milestones are well understood by all.
- Anticipate challenges, proactively mitigate risks, and solve problems with calm and resilience to maintain high standards under pressure.
- Drive alignment across internal and external delivery teams, providing clarity and momentum at every stage.
- Develop and maintain robust communication plans to keep stakeholders updated, engaged, and aligned.

Client Relationship Management

- Serve as the day-to-day strategic partner and primary point of contact for clients, delivering high-quality service and building deep, trusted relationships.
- Understand the client's business drivers and learning goals, ensuring solutions are tailored, relevant, and impactful.
- Manage client expectations assertively and empathetically, navigating ambiguity and complexity with professionalism.

Collaboration & Influence

- Foster a collaborative, high-performance culture across project teams, including Programme Directors, Learning Designers, and commercial colleagues, among others.
- Influence internal stakeholders and suppliers to ensure quality, consistency, and excellence in delivery.
- Balance multiple priorities, demonstrating resilience and flexibility in a dynamic environment.

Commercial & Financial Leadership

- Build and manage project budgets with commercial insight, ensuring both profitability and quality are delivered.
- Maintain financial oversight, including invoicing, procurement, recharges, and margin tracking.
- Support or lead account growth, contract renewals, and strategic account planning.

Continuous Improvement & Quality Assurance

- Lead regular quality and impact reviews, ensuring programmes evolve in response to feedback and changing client needs.
- Maintain a deep understanding of Executive Education innovations and market trends, sharing insights to enhance client relationships.
- Support LBS rankings and brand positioning through a commitment to excellence and results.

Knowledge/Qualifications/Skills/Experience required

- Proven success managing high-value client accounts in a complex, matrixed environment.
- Demonstrated experience in leading cross-functional projects with multiple stakeholders.
- Strong commercial acumen and financial oversight capabilities.
- Resilient, solutions-focused, and highly organised under pressure.
- A confident communicator and influencer, able to navigate senior stakeholders and shifting priorities.
- Experience in Executive Education or Learning & Development is advantageous.
- Familiarity with executive learning principles and salesforce is a plus.

Staff	
Budgets	
Date Updated	