

JOB DESCRIPTION

Job Title	Learning Solution Designer		
Reports to	Director, Business Development & Client Relations		
Department	Sales & Client Relations		
Job Family	Learning – Design Focus	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 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 Executive Education department designs and delivers an extensive portfolio of blended open enrolment programmes and custom programmes in online, in person and hybrid formats for ambitious corporations who are transforming their business and investing in their people. Annually, over 8,000 participants attend executive programmes that are taught by many of the world's leading business thinkers. The Executive Education department generates a significant proportion of London Business School's revenues and is central to the School's strategy.

Job Purpose

As an integral member of the Business Development and Bid Team, the Learning Solution Designer (LSD) is responsible for designing impactful learning solutions that meet the needs of global corporations who are seeking to develop their people's capabilities, behaviours and mindsets, and enable sustained behaviour change.

For each proposal, the LSD forms part of a client team, collaborating closely with the Client Director and Bid Manager to translate the needs of the client into a compelling and impactful proposal that meets their needs and financials. The learning

solution/programme forms one section of the broader proposal submitted to a client; the LSD is only responsible for this section.

Learning solutions relate to (i) audiences from Boards through to middle managers, (ii) topics such as leadership development, strategy development and execution, innovation, organisational and cultural transformation, financial acumen (iii) organisation's from all sectors

The LSD works closely with Executive Education's Transformative Learning Team, which owns EE's approach to how executives develop and the guidelines for the design of impactful learning solutions. The Transformative Learning Team also provides the building blocks required for the design of any learning solution, such as experiential activities, faculty sessions, coaching and other learning activities.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans and manage operational plans in own area.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

Learning Design and Delivery

- Collaborate with business development colleagues to understand the learning needs of current and/or prospective client/participant/stakeholder needs. Participate in activities to understand and assess these learning needs, ensuring that findings are communicated effectively to relevant stakeholders and inform the design of the learning solutions.
- Identify and analyse each client's challenges and needs as input to the design of each customised learning solution.
- Design impactful learning solutions/programmes to time, scope and budget for Executive Education current and/or prospective clients/participants/stakeholders, in line with London Business School, the Executive Education's Transformative Learning Team and wider learning best practices.
- Capture learning solutions in a concise, compelling and impactful way, following Executive Education guidelines and templates.
- Research and keep up-to-date with advancements within own field to ensure that leading thinking and technologies inform learning design.
- Collaborate with stakeholders and contractors as required to integrate new learning activities and/or solutions as appropriate to maximise learning impact.

Product/Proposition/Technical Knowledge

- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective learning solutions are developed.
 - Develop deep understanding of London Business School and competitor offerings and use this knowledge to inform innovative and high-impact learning solutions.
 - Develop a comprehensive understanding of client challenges and organisational dynamics, ensuring tailored solutions for executive audiences

Impact Assessment

- Undertake data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning solutions.
- Develop design recommendations to inform the continuous improvement of learning activities and ensure that London Business School continues to operate as a world leader in business education.

Supplier/Contractor Management

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

Collaboration and Relationship Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, identifying and initiating opportunities to collaborate for best learning outcomes.

Financial Management

- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the cost-effective use of financial resources within budget.

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:

- Delivery of impactful learning solutions to time, scope, financials and quality standards.
- Strong in and cross team working relationships with key stakeholders.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to issues and challenges within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.
- Positive feedback from colleagues and internal and external stakeholders.

Knowledge/Qualifications/Skills/Experience required

- Extensive experience in designing blended learning solutions, with a strong in person component for senior executive audiences, to tight timescales.
- Proven track record of designing programs for a senior executive audience.
- Strong expertise and proficiency in the executive development curriculum, as the role will not typically involve collaboration with subject matter experts, except in rare situations.

- Strong business acumen with the ability to understand client context, organisational structure, and hierarchy
- Good knowledge of business education and adult learning methodologies.
- Bachelor's degree or equivalent experience preferable.
- Professional qualification or equivalent experience.
- Strong collaboration and stakeholder management skills
- Excellent written and oral communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

Resources including team management

Staff	None
Budgets	N/a
Date updated	02/11/24