

Job Title	Strategic People Partner		
Reports to	Chief People Officer		
Department	People		
Job Family	Business Services	Level	5

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

Our vision is to have a profound impact on the way the world does business and the way business impacts the world by shaping a collaborative and diverse community where talented people grow and realise their potential.

The People department provides proactive advice and support to School staff (non-academic) in the areas of talent acquisition, talent management, learning and development, organisational development, inclusion and belonging, wellbeing & engagement, reward, employee relations, People analytics and insight, and payroll.

The team, adopting a business partnering approach, works closely with Senior Management, Heads of Departments, and line managers to support them in achieving their business goals through their people.

Job Purpose

Build relationships with School leaders to ensure people are at the forefront of organizational strategy and execution.

Understand the department strategy and identify opportunities to increase alignment with it by helping business leaders identify, prioritise, and build management capabilities, behaviors, and structures.

Be a key member of the People Leadership Team that contributes to team cohesion, delivery, and growth.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Business Partnering & Stakeholder Management

- Build trusted relationships with senior stakeholders and leaders at the School.
- Provide expert input across a range of people issues. Design and deliver high impact interventions which meet the goals of the department and School.
- Utilise your coaching skills to build the capability of senior managers to anticipate and preempt organisational issues.
- Play a significant role in driving the performance of each client area by contributing to key departmental functions such as senior leadership team meetings and town halls.
- Deliver advanced People advice and guidance into the department
- Collaborate with fellow SPPs (Strategic People Partner) to ensure best in class delivery of business partnering
- Build strong school-wide stakeholder relationships, ensuring key stakeholders are informed / consulted on relevant changes such as restructures, redundancies, and retirements etc.

People Team Effectiveness

- Member of the People Senior Leadership Team collaborating with the CPO, other SPP's and Centers of Excellence (COE) leaders to deliver high quality people solutions to the School.
- Coach, mentor and encourage ongoing development of other People Team members.
- Manage or contribute to key People or School-wide projects as needed.

Planning

- Build people plans for each department to drive the achievement of department and School wide goals, ensuring that all planned people team activity is incorporated in the People plan.
- Collaborate with Organisational Design (OD) Team to design, deliver and implement OD that ensures that accountability is clear, and roles and responsibilities are well defined. Share department knowledge of planned OD changes with Talent Acquisition (TA) and People Ops teams to plan and deliver subsequent activities.
- Deliver the plans through demonstrating a capability to influence and drive change. Change is further enabled by matrix support from across the wider People Team.
- Use of data, including staff surveys, budget and headcount reporting, and People Dashboard to drive the plan and link to action
- Take a proactive approach to risk management, ensuring risks and issues are identified, addressed, and reported and, where appropriate, escalated.

Talent and Employee Experience (T&Ex)

- Collaborate with the T&Ex team to promote and embed activity across the school proactively sharing specific department needs. Contribute to the planning of new initiatives and projects where needed.
- Partner with the TA team to deliver market insight and other relevant data to the Leadership teams so that they understand the role they need to play and the market which we are operating in.
- Have oversight of the request to hire process, ensuring that the role is within headcount, budget and meets business needs, offering counsel to the organisation where exceptions occur.
- Influence leadership teams and people managers to engage in all talent-related activities. Partner with T&Ex Team to implement the talent process including improving manager judgements, enabling the realisation of succession plans, championing the investment required in talent and required retention activity.
- Share learning and capability needs with Learning and Development. Influence leadership teams to prioritize learning as a driver for performance, engagement, and retention.
- Facilitate performance calibration sessions with department teams
- Partner with the Employee Experience team to understand the colleague lifecycle and help shape solutions to maximise moments that add value.
- Ensure that engagement (and other listening activity) is owned by each department, is seen as driver of performance and retention, and action is reviewed regularly to track progress.
- Partner with DIB (Diversity Inclusion and Belonging) colleagues to achieve our objectives and participate in relevant activity. Champion the changes we need to make to increase leadership and staff buy-in and accountability.

ER, Policy, and Reward

- Partner with the People Services team to manage complex ER cases.
- Using MI data, collaborate with the People Services team to develop action plans to address People issues/trends for business areas.
- Work with the Reward team to deliver reward-related activity (such as pay review) across client groups.

- Being fully aware of and actively complying with the School's policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, health and safety and data protection.

Knowledge/Qualifications/Skills/Experience required

- Degree or other relevant HR qualification (CIPD)
- Exceptional relationship building, persuasion and influencing capability
- Resilient, driven self-starter who can lead by example
- Solution-focused, problem solver with excellent communication skills
- Comfortable dealing with ambiguity and open to change. Lead by example as a role model for school values, professional standards, and a sense of fun
- Proven track record in the delivery of people management initiatives linked to agreed plans
- A natural and purposeful collaborator who can work across teams (within the people team and across the School)

Staff	None
Budgets	None
Date Updated	23/02/23