

# JOB DESCRIPTION

<b>Job Title</b>	<b>Student Learning &amp; Development Manager</b>		
<b>Reports to</b>	<b>Head of Professional Development</b>		
<b>Department</b>	<b>Career Centre</b>		
<b>Job Family</b>	<b>Learning – Design Focus</b>	<b>Level</b>	<b>4</b>

## 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: • an Employer Engagement Team; a Leadership Programmes Careers Team; an Early & Mid-Careers Team; a 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 enhance their career potential through the provision of a Career Coaching, Career Learning and Career Opportunities and Career Insights.

## Job Purpose

The purpose of this role is to work with Career Leads and Programme Directors within Degree Education & Career Centre to develop learning interventions to address skills required by students. The role sits within the Professional Development Team in Career Centre and is vital in ensuring positive learning outcomes for students in professional and career skills. The role links activity across teams within DECC and across the wider School e.g. with Learning Innovation and Faculty to facilitate a consistent, high quality student learning experience.

Work with key stakeholders:

- to identify skills required by students currently and with a future lens
- to identify the most effective delivery method in terms of learning impact, cost effectiveness and scalability
- to ensure the professional development pathways are clear and engaging for students and enable them to tailor their own journey to meet their needs.

Develop new learning interventions to address particular skills using blended learning to maximise impact.

Deliver training to students, online and in person, as required in the professional skills curriculum.

Work with Learning Innovation and EdTech to continue to develop online provision of careers curriculum, oversee governance of content and monitor use to enhance student online journey. Provide impactful careers skills resources for students through LBS Careers on Canvas and The Know How blog.

Run regular ideas and information exchanges for Career Leads and Senior Programme Managers to pool knowledge and enhance student skills development. Input to procurement process of external providers by providing learning perspective and quality control. Agreeing learning outcomes with external providers to ensure that the intervention meets student requirements, aligns with academic curriculum and is cost effective.

Bring new thinking and insights into the Career Centre team on skills required for success in the future and innovative approaches to learning.

## 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**

- Lead activities to understand and assess learning needs, ensuring that findings are communicated effectively to relevant stakeholders and inform the design of learning interventions.
- Design learning solutions and materials, in line with London Business School and wider learning best practices, that enable a high-impact learner experience.
- Collaborate with stakeholders and contractors as required to integrate new learning solutions as appropriate to maximise learning impact.
- Facilitate sessions, ensuring high-quality learning experience and the provision of feedback that optimises the student learning journey.

### **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.

### **Impact Assessment**

- Manage or commission 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 Management**

- 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, spotting and initiating opportunities to collaborate for best learning outcomes.

### **Financial Management**

- 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 high-quality service in own area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems 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.
- Projects/programmes delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
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- High-quality work delivered by third-party contractors and agencies.
- Projects/programmes delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in relevant programme performance.

**Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- In-depth knowledge of business education/specialist area.
- Excellent communication skills with the ability to engage a variety of audiences.
- Project management experience with advanced planning skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Excellent analytical and problem solving skills.
- Experience in effectively managing external suppliers.
- Financial management experience and commercial acumen.

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	<b>2 June 2021</b>