

JOB DESCRIPTION

Job Title	Relationship Manager, Diversified Sectors		
Reports to	Head of Diversified Sectors		
Department	Career Centre		
Job Family	Business Services	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

Career Centre is part of a wider team incorporating Degree Programmes and known as Degree Education, reporting to the Associate Dean.

Career Centre comprises:

- an Employer Engagement Team;
- a Leadership Programmes Careers Team (for EMBA, Sloan Fellows and Alumni);
- an Early & Mid-Careers Team (for MiM/GMiM, MFA, MiF and MBA students);
- an Events & Operations Team;
- a Design & Analytics 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 as well as further engagement with fast-growing and blue-chip companies and, thus, further student & alumni career success. Career Centre inspires and supports students & alumni to maximise their career potential through the provision of a market-relevant career curriculum and engages with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni.

The Employer Engagement Team focuses on building a pipeline of effective relationships with companies to deliver career opportunities to our students and alumni, as well as providing insights into the labour market to students and

colleagues. We welcome over 200 companies to campus each year through a variety of events and also host over 4500 jobs on our job board each year. Staff are also regularly meeting with students to help them understand and explore career paths into specific sectors.

Job Purpose

The Relationship Manager will:

- Work with the Head of Diversified Sectors and a team of External Advisors to proactively build and maintain relationships between London Business School and external companies to encourage engagement and increase job opportunities for candidates
- Support companies with their talent needs by advising on recruitment timelines/methods and ensuring that job postings and Campus activities are managed effectively

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Relationship Management/Operational support

- Support the Head of Diversified Sectors in maintaining and building business relationships within firms across the Industrials, Energy, Aviation, Government and Legal sectors to encourage engagement across our programmes
- Partner with the Events & Ops team to plan and manage on-campus recruitment activity with companies covered and the delivery of networking events for the diversified sectors and wider team when required (including recruitment fairs)
- Respond quickly and effectively to client queries, ensuring job postings are accurately posted, CRM notes updated and Key Accounts are well managed.
- Help arrange business development activities such as company visits and calls as needed

Research, Analysis and Reporting

- Researching sectors to identify potential target companies for LBS to approach
- Manage and update recruitment statistics for Diversified Sectors, helping identify trends and changes that have wider implications, share insights and knowledge with Head of Diversified Sectors.
- Ensure that the Career Centre CRM system is leveraged to make decisions regarding current and planned initiatives
- Prepare presentation decks, stats and sector information for allocated sectors in advance of student delivery sessions

Labour Market Insights

- Identify and monitor sources of market intelligence, including employment reports for competitor schools, specific trade bodies etc.
- Proactively look for industry opportunities, e.g. conferences or talks, to immerse in allocated sectors and gain deep understanding and insights, feeding back into the wider team

Collaboration and Stakeholder Management

- Maintain relationship with relevant Peer Leaders (student coaches with experience in the sectors) and Alumni in relevant sectors.
- Coordinate arrangements for External Advisors' on-campus coaching each term, including PO submission and schedule management
- Liaise with assigned student clubs to support key activities and ensure a continuity of coverage with key accounts
- Offer logistical support for relevant student led treks and recruitment fairs globally

- Support or lead Employer Engagement cross-sector projects when required

Knowledge/Qualifications/Skills/Experience required

- Passion for customer relationship management and networking – you love to get out there and meet people and learn
- No prior experience in any of the diversified sectors is required, but a genuine interest in business and talent management is essential
- Interest in working in a “value” generating business as opposed to revenue generating business – interest in higher education and adding value to the student experience
- Self-starter, able to work independently to develop and deliver against business plan and deadlines
- Proficient in handling and analysing data
- Attention to detail
- Excellent interpersonal, teamwork and communication skills
- Comfort with ambiguity

Resources including team management

No direct line management or budget responsibility.

Staff	
Budgets	
Date Updated	