

# JOB DESCRIPTION

<b>Job Title</b>	<b>Project &amp; Communications Manager</b>		
<b>Reports to</b>	<b>Director of Strategic Planning, DECC</b>		
<b>Department</b>	<b>DECC</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</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

Reporting to the Vice Dean, Teaching and Learning, is the Strategic Planning Team comprising: Director of Strategic Planning (Team Lead/Line Manager), Director of Strategic Projects (P-T), Senior Project Manager and Project & Communications Manager (this role). The team will likely continue to grow as Teaching and Learning implements its 5-year plan.

The Vice Dean's remit encompasses Degree Education & Career Centre, Executive Education and Digital Learning. While the primary focus of this role is on Degree Education & Career Centre (DECC), some projects will also cross over with the other areas. DECC plays a vital role in the success of London Business School. It is responsible for designing, marketing and delivering the school's portfolio of degree programmes. Each year it admits and graduates in excess of 1,500 post-graduate students across all levels of experience. At any point in time, we will have approximately 2,300 students across our campuses in London and Dubai.

DECC is led by the Associate Dean and 5 Executive Directors who in turn lead each of Career Centre, Central Team, Degree Programmes & Student Experience, Experiential Learning, and Recruitment & Admissions. The department has approximately 200 staff, including 7 in Dubai.

The Strategic Planning Team is responsible for departmental strategic planning, project resource allocation and leading a wide range of projects within the department and across the school, as well as desk research, benchmarking, and staff communications & engagement.

## Job Purpose

Reporting to the Director of Strategic Planning, the Project and Communications Manager will play a key role in supporting across the whole remit of the Strategic Planning Team. This demanding role requires close collaboration with the three other members of the Strategic Planning Team as well as the establishment of excellent working relationships with DECC Leadership, high level internal and external stakeholders and important school influencers to help fulfil the objectives for DECC.

This role will require juggling multiple responsibilities and projects being led or supported by the DECC Strategic Planning Team and proactively moving forward multiple initiatives in a fast-paced environment where communication, accuracy, and thinking on one's feet are critical. The ability to understand Degree Education initiatives and proactively drive their development will be essential.

## Key Areas of Accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Project Management**

- Plan and deliver a range of straightforward projects or project workstreams and contribute to more complex projects with guidance from more senior colleagues to ensure delivery against project time, cost and quality standards and targets.
- Ensure that a clear project plan is put in place with clear time frames and deliverables.
- Keep the Director of Strategic Planning updated on status and deliverables to ensure project work is on track.
- Where required, run project report update meetings with relevant cross-school stakeholders.
- Developing agendas, sign off and circulating, minute taking and following up with actions for key project meetings.
- Organise, prepare and take minutes at necessary meetings.

#### **Research and Reporting Support**

- Conduct data collection, research and gather information through key stakeholder interaction internally and externally to prepare draft papers and presentations using the appropriate internal branding for review and final editing / proof-reading.
- Formatting and preparing reports and documents to a high standard in line with School templates and branding.
- Gather and maintain and regularly refresh market research relating to DECC programmes.

#### **Staff Communications and Engagement**

- Working with a team to deliver key communication & engagement events for DECC, including taking lead responsibility for delivery of c. 9 DECC Town Hall meetings, an annual staff development day, and seasonal celebrations as well as ad-hoc sessions as required.
- Taking responsibility for facilitation of hybrid meetings.
- Working proactively with cross departmental groups who contribute to the comms and engagement agenda, recruiting support to deliver additional activities, including leading allocated working groups, driving action and reporting back.
- Contributing to the annual communications and engagement plan, sourcing potential speakers, planning agendas and drafting communications.
- Working with DECC Leadership and other key stakeholders around the school to contribute to the success of comms and engagement activity for DECC staff.

#### **Providing DECC-wide day-to-day operations support**

- Supporting the Executive Directors (EDs) in setting up departmental meetings.
- Directing and pro-actively following up on ad-hoc ED queries.
- Processing purchase orders, invoices and expenses for EDs in accordance with company policy.
- Supporting the Executive Assistant to the Vice Dean/Associate Dean with larger meetings/planning sessions where required.

- Team support to Strategic Planning Team, organising meetings, sourcing materials, managing office space, etc.
- Managing, monitoring and structuring support for MS Teams and document control.
- Responsible for maintaining the Strategic Planning Team pages on the DECC Info Hub and being a proactive member of that group.
- Acting as digital champion for new IT initiatives (e.g. Digital Workplace).
- Maintain up to date knowledge on School Policy and Procedures, be seen as the 'go to person' in DECC and know where to direct people.
- Working with Central Team Operations Support Manager to ensure timely and appropriate onboarding of DECC staff, including review and enhancement of onboarding activity where required.
- Step in to support or lead other operational tasks as required.

#### **Relationship and stakeholder management**

- Establishing key working relationships with Executive Leadership team, Dean's Office, key faculty and key senior staff.
- Understanding the workflow within key offices around the School, to carry forward important projects and events to achieve results.
- Anticipating needs of key stakeholders and being able to drive forward initiatives proactively.

#### **Key Stakeholders:**

Degree Education and Career Centre teams, Executive Education, Dean's Office, Senior Management Team, Management Committee, Students, Staff, Marketing/Communications, Advancement, External Stakeholders

#### **Knowledge, Qualifications and Skills Required**

- Strong project planning and management skills with experience of leading and managing multiple projects at once
- Being able to manage a complex and varied workload and at times conflicting priorities as well as tracking progress on a wide range of tasks and flagging potential challenges
- Proven strong organisational skills
- Strong communication skills, including writing/editing
- Strong research and analytical skills with the experience of preparing and presenting draft papers/research to senior management
- Solution focused approach
- Proven ability to appropriately deal with confidential information
- Proactive and enthusiastic with a positive attitude
- Self-motivated but strong team-player
- Experience of leading process improvement
- Experience with Outlook, Excel, PowerPoint and Word to an advanced level
- Experience in higher education or corporate environment

#### **Resources including team management**

<b>Staff</b>	n/a
<b>Budgets</b>	
<b>Date Updated</b>	January 2023