London Business School

JOB DESCRIPTION

Job Title	Learning Innovation Manager		
Reports to	Director Learning Innovation		
Department	Learning Innovation		
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

Learning Innovation uses research and experimentation to enrich the teaching and learning experience across our School. We seek to:

- Collaborate with faculty through innovation and experimentation in teaching and learning
- Develop a common understanding and approach to learning for the School
- Enrich the teaching and learning experience through use of learning technologies

- Embed learning innovation within the School through an ongoing change programme
- Share best practice in online and hybrid teaching
- Lead development of digital content in support our learning experience.

Job Purpose

To create world class digital and blended learning products and support or lead on the delivery of a range of strategic innovation projects and priorities. You will use your strong instructional design and design thinking skills and take responsibility for the full life cycle of learning projects from research, prototyping right through to delivery for our executive education, degree programme and alumni audiences.

As an important member of our team, you'll need to be knowledgeable, pragmatic and passionate about learning design and innovation and able to use this to influence your stakeholders to adopt new ways of working and to develop innovative approaches to teaching and learning. You'll have a creative edge and drive innovation.

To succeed you will obsess about good learning design, have an insatiable curiosity for new technology and innovative approaches and the eagerness and practicality to deliver compelling quality designs and prototypes to short deadlines. You'll be able to demonstrate that research and experimentation are fundamental to your approach.

Your ability to think through problems and deliver viable, quality solutions will be critical and you will be skilled at advising and supporting others on learning design and innovation solutions. You will be able to engage with sophisticated SMEs to extract the information needed to build a world class product.

You will also:

- Keep abreast of new thinking and technological developments in educational research
- Lead on the design and production of learning solutions
- Develop design recommendations that help us to improve our learning activities
- Lead on the creation of product innovation procedures and embed them across the School
- Work with internal and external stakeholders including Degree Education, Executive Education, Faculty and contractors to develop the best learning products and outcomes for our learners
- Contribute to the development of a wider departmental strategy that ensures we achieve our goals

- Have an awareness of project related budgets and responsibility for maximising cost-effectiveness
- Own and apply the principles of design thinking and advocate for innovation within LBS
- Manage the design and delivery of complex and high-impact innovation projects including:
  - Defining and framing innovation challenges
  - Designing experiments to validate ideas for viability, feasibility, and desirability
  - Lead the creation of MVPs and prototypes
  - Lead cross-functional project teams and committees to deliver experiment outcomes
  - ensure successful outcomes within budget and to quality standards and targets
- Champion the customer through the principles of design thinking, agile approaches, and innovation

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of the strategy for the Learning Design team, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.
- Contribute to the development of broader operational plans and manage operational plans in own area.
- Demonstrate efficient and effective time management in all areas of responsibility.

Learning Design and Delivery

- Lead on the research, experimentation and design of learning programmes in digital, blended, hybrid and face-to-face portfolio within budget and to quality standards and targets.
- Lead activities to understand and assess learning needs, ensuring that findings are communicated effectively to relevant stakeholders, and inform the design of learning interventions.
- Research and keep up-to-date with advancements within digital and blended learning and classroom pedagogies to ensure that leading thinking and technologies inform learning design.

- Design learning solutions and materials, in line with London Business School and wider learning good practices, which enable a high-impact learner experience.
- Collaborate with stakeholders and contractors as required to integrate new learning solutions as appropriate to maximise learning impact.
- Partner with colleagues to understand learning needs and lead the design of high-impact learning proposals that meet current and/or prospective student, client, participant or stakeholder needs.

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.

Impact Assessment

- 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.
- Analyse data, probe and use findings to develop further insights to inform decisions on future learning solutions.

Supplier/Contractor 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 (project related), 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 considers 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 our area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within our area of specialism.
- Improvements in relevant programme performance.
- Production of high-quality reports to support management decision-making.
- Lead the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- Managing timescales and quality of work allocated to, and 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

Essential

- Experience leading blended and digital learning projects in Higher Education and/or corporate environments.
- Experience of using sophisticated instructional design approaches to develop world class learning
- Experience of using design thinking approaches to deliver innovative products
- Ability to engage effectively at different institutional levels to enable changes in practice that positively impact on student learning.
- Experience of providing advice and guidance on using appropriate pedagogies, technologies and instructional design principles to enhance and innovate in teaching, learning and assessment in face-to-face and online environments.
- Good breadth and depth of knowledge across relevant academic literature and the ability to develop and maintain own expertise in both technological and pedagogical fields. of digital learning technologies, product innovation and learning design.
- Ability to manage multiple internal and external stakeholders, suppliers and contractors.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem solving skills.
- Financial management experience and commercial acumen.
- Experience in the use of learning management systems and online course platforms (preferably Canvas and LTI), online delivery platforms (e.g. Zoom, Teams) and, ideally, digital assessment tools.
- General knowledge of authoring tools (storyline, captivate, adobe creative suite).
- Familiarity with classroom technologies and virtual classrooms.
- Knowledge of accessibility standards and inclusive design practices in the creation of digital learning resources.

Desirable

- Proven experience in web development using CMS Platforms (preferably WordPress) as well as the ability to write HTML and CSS.
- Experience in UI/UX design and development, incorporating good practices such as storyboard, wire framing and prototyping through user-centred design.
- Experience in supporting faculty with course development.
- Good knowledge of video management platforms (e.g. Kaltura) and content creation, including capturing and editing processes and tools (Adobe Premiere, After Effects, etc.)
- Knowledge and understanding of legislation relating to digital education e.g. GDPR, Data Management & Privacy, Copyright, Accessibility
- Experience of supporting data-informed learning and teaching initiatives (such as learning analytics) to support online and/or blended learning.

Staff	N/A
Budgets	N/A
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