JOB DESCRIPTION

Job Title	Pre-Sales Coordinator		
Reports to	Director: Client and Business Development		
Department	Executive Education		
Job Family	Relationship	**Level**	**2**

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

The Executive Education department designs and delivers an extensive portfolio of blended open enrolment and custom programmes in online, in person and hybrid formats for ambitious corporations who are transforming their business and investing in their people. Annually, over 8,000 participants attend executive programmes that are taught by many of the world's leading business thinkers. The Executive Education department generates a significant proportion of London Business School's revenues and is central to the School's strategy.

Job Purpose

As a key member of the Team, the Pre-Sales administrator is responsible for the management of the client mailbox and converting leads and booking consultations with our CRM team.

The key purpose of this position is to contribute to the sales targets of Executive Education Programmes and ensuring and an excellent first point of contact for all our Clients.

The Pre-Sales administrator will have good understanding of the products and services that London Business School offers to be able to direct prospective customers accordingly.

The Pre-Sales administrator will work closely with the Senior Manager, Bid Management and Strategy and members of the bid and sales teams in identifying new target leads and contacts and introducing them to relevant members of the sales team.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Customer Service

- Act as the first point of contact within the team for prospective or current student/client/stakeholder enquiries and ensure that they are dealt with promptly to meet and exceed their needs and expectations.

Administration

- Complete tasks in accordance with defined policies and procedures to ensure that a consistent, world-class service is provided to all clients and stakeholders.
- Monitor levels and order standard materials/resources ensuring that appropriate stock levels are maintained within budget.
- Co-ordinate team calendars and meetings to support efficient and effective team working.

Analysis and Reporting

- Organise, upload into and monitor databases to ensure accurate recording against metrics to be used in the measurement of the team or department performance.
- Draw on information from databases to produce standard reports to support decision making within the department.

Recruitment

- Co-ordinate the recruitment of prospective clients/stakeholders, ensuring that paperwork is completed, and procedures are followed, to support the delivery of a smooth and effective service.
- Develop knowledge of London Business School offering and make initial match to prospective stakeholder needs.

Collaboration and Support

- Work collaboratively with colleagues to help deliver team objectives and meet or exceed targets and metrics.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the department.

Project Management

- Provide support (e.g. research, external benchmarking) to straightforward projects in own area in order to support project planning and implementation; sometimes taking the lead on defined project activities.

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Keep up-to-date with relevant London Business School offerings and make suggestions for improvements based on client and stakeholder feedback.
- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency and effectiveness.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality service provided to prospective or current student/client/stakeholder.
- Timely response to and resolution of enquiries, requests and issues.
- Meeting or exceeding targets and metrics.
- Contribution to the achievement of team targets.
- Up-to-date diary management.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required
• Further education or equivalent. • May hold vocational qualification. • Excellent customer service skills. • Experience of working in a customer facing environment. • Proven track record of delivering against Key Performance Indicators or metrics. • Good communication skills and the ability to address a variety of stakeholders. • Sound working knowledge of standard IT packages, systems and/or databases. • Experience of software related to own area of specialism. • Proactive approach to relationship development with colleagues and stakeholders. • Good attention to detail. • Good time management skills with the ability to organise and prioritise. • Good team working skills and the ability to work collaboratively. • Ability to interpret and apply guidelines to a specific activity. • Experience in standard financial management processes.

Resources including team management
n/a

Staff	**n/a**
Budgets	**n/a**
Date Updated	**22.2.24**