

# JOB DESCRIPTION

<b>Job Title</b>	<b>Student Clubs Co-Ordinator</b>		
<b>Reports to</b>	<b>Senior Manager, Student Engagement</b>		
<b>Department</b>	<b>Degree Education and Career Centre</b>		
<b>Job Family</b>	<b>TBA</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. Departments work hard to ensure that we are continually delivering an outstanding student experience and academic excellence.

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 programmes for the business leaders of the future, we run open and customised executive programmes for professionals and corporate clients, which 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

Degree Education & Career Centre (DECC) plays a vital role in the success of London Business School. We are responsible for designing, marketing and delivering the School's portfolio of degree programmes. Each year we admit and graduate approximately 1,500 post-graduate students across all levels of experience. At any point in time, we will have approximately 2,300 students in our midst.

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

This role will be part of the Degree Programmes & Student Experience Division which manages a portfolio of degree programmes with a focus on consistent and innovative programme delivery, process improvement, and student experience enhancement.

## Job Purpose

The Student Association (SA) is the voice of the student body and a significant part of the student experience. It comprises more than 80 clubs, societies and other Student-led groups. Together, they run over 1,000 social and professional events a year. These engage attendees from across all programmes, alumni and external professionals. While the SA is a separate legal entity to the school, it is as much the face of the school in terms of brand awareness and reputational standing as any other part of the school.

This vital role will primarily engage with the SA Club (London & Dubai) representatives to enable them to understand and role-model the requirements and responsibilities of being student leaders, particularly in respect of performing their roles successfully; promoting and nourishing a positive student culture; enhancing the student experience through high quality communications, platforms and activities; and ensure diversity, inclusion and belonging is thought about in relation to student club activity. The role will also aid in the design/delivery of Club Leader training and provide continual administrative support, as well as providing operational support for Student Association clubs, ensuring continuity and consistency year on year.

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

### Key areas of accountability:

#### Relationship and Partnership Management

Work with the Student Engagement Senior Manager to oversee onboarding of student leaders, so they are aware of the policies, procedures and key deliverables and are able to operate to a professional standard. Ensure they are clear on their operational, financial and legal obligations, and that they have the structures and processes in place to deliver on these.

Directly support the SA Club President's on the effective running of the SA Clubs in line with LBS values. Identify, flag and project-manage any SA leadership development needs. Engage with and support similarly other student leaders as required with long term planning and succession.

Support the SA in delivering a vibrant and effective club ecosystem. Develop ways to enhance student-led opportunities created by club events, learning programmes and other initiatives, making connections and spotting opportunities to exceed engagement targets.

Identify and build relationships with stakeholders to Clubs, ensuring they are aligned with the School's strategic objectives and values. Act as key communication point between student clubs and the wider school.

Engage and influence our students, keeping a finger on the pulse of the student community identifying areas of improvement early on to ensure a positive student experience.

Deliver an effective support structure for SA Clubs to help them with their development, finances, opportunities and activities.

#### Strategy and Planning

Develop and test Key Performance Indicators for Clubs to assess the quality and impact of student engagement initiatives.

Connect the dots and knowledge-share between LBS, SA and Club leadership.

Manage SA operational plans that are Club focused.

Ensure that key annual Student Club events are planned and delivered effectively and communicate these out to the wider institution.

### **Innovation**

Design a Club Leadership engagement package to ensure all SA Club leaders are both engaged and have a clear understanding of the expectations within their roles.

Support and create effective training for SA Club leaders and key SA Club positions to ensure the students are fully supported within their roles.

Develop deep understanding of London Business School and competitor offering and use this knowledge to inform innovative and high-impact client/ stakeholder proposals.

### **Project Management, Improvement and Change**

Develop new and effective methods to manage student club leaders with an annual plan of engagement and interaction.

Develop or enhance processes that identify opportunities for service improvement that lead to improved student engagement.

Resolve and/or advise on – alongside Student Association and relevant staff stakeholders – relevant significant operational issues relating to student engagement and innovation.

Research and keep up to date with industry and technological advancements and trends and use these to ensure that innovative and effective stakeholder solutions are proposed.

Champion change by role modelling the behavior 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.

### **Analysis, Reporting and Impact Assessment**

Use systems and data to track engagement levels and use this information to make decisions regarding current and planned initiatives.

Identify trends, provide insight and suggest action to develop the School's relationships.

Liaise across the team to prepare complex reports to inform review, planning and decision-making.

### **People Management**

Define and communicate priorities to Student Club Leaders and student volunteers.

Be a keen and engaged member of the wider division.

### **Supplier/Contractor Oversight**

Monitor the quality of work delivered by third-party supplier/contractors against agreed service level agreements to ensure it is to the required standard and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

### **Communications**

Create and deliver presentations to targeted student groups

**Key Performance Indicators:**

- SA clubs capability to manage itself autonomously, without intervention from or reputational damage to the school.
- SA clubs understanding of requirements and responsibilities of student leadership.
- SA club influence over and attitude towards student culture.
- Level of SA innovation.
- Student participation in SA Club activities.
- Aid in ensuring continuity year on year for SA Club Activity
- Deliver a number of training and development sessions for Student Club Leaders
- Effectiveness of student communication channels to SA Clubs.

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

- Proven ability to build and maintain strong professional relationships.
- Demonstrable knowledge of student volunteer management.
- Proven stakeholder engagement skills with experience of managing a large range of different stakeholders in a complex environment.
- Ability to build and maintain strong School networks (formal and informal).
- Ability to prioritize and focus on critical issues.
- Ability to get things done through informal networks.
- Proven experience of process development and enhancement.
- An ability to deliver effective training sessions to a wide range of people.
- Excellent communication skills to specific group of student leaders.
- Demonstrable analytical and problem-solving skills.
- Financial administration experience.

<b>Staff</b>	N/A
<b>Budgets</b>	<£100,000
<b>Date Updated</b>	Aug 2023