

JOB DESCRIPTION

Job Title	Operations and Engagement Manager (maternity cover)		
Reports to	Executive Director		
Department	Wheeler Institute for Business and Development		
Job Family		Level	3

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 Wheeler Institute for Business and Development aims to build awareness about the unique role business can play in improving the lives and livelihoods of the world's most disadvantaged communities. Through linking and applying relevant business research and expertise and working with our extended community – of local communities, business, policy makers, and researchers - we aim to understand, identify and promote solutions to significant challenges in social and economic development.

Job Purpose

The Operations and Engagement Manager will play a pivotal role in ensuring the smooth operation of the Wheeler Institute. Working closely with the Executive Director in a small, agile team environment, this role combines operational excellence with strategic engagement to deliver high-impact initiatives across the Institute's portfolio.

This is a multifaceted position requiring someone who is equally comfortable managing day-to-day operations, coordinating projects and events, building engaged communities, and supporting the Institute's research activities and portfolio. The post-holder will serve as the operational backbone of the Institute, ensuring that projects, events, and initiatives are delivered to the highest standards while maintaining strong collaborative relationships across London Business School's central services and stakeholder community.

The role offers a unique opportunity to gain comprehensive exposure to the full spectrum of Institute operations – from financial management and procurement to events, communications, and research administration – positioning the successful candidate to develop a broad skill set and deep understanding of how a leading academic institute functions within a world-class business school.

Given the Wheeler Institute's current strategic review and future development plans, this is an exciting moment to join the team. The post-holder will be well-positioned to contribute to the Institute's evolution and, subject to future funding and organizational developments, may have opportunities to explore expanded roles within the Wheeler Institute or across London Business School more broadly.

Key areas of accountability:

Operations Management

- Oversee the day-to-day operational infrastructure of the Institute, including office space management, Wheeler mailboxes, equipment procurement, access visitor card coordination, and meeting room bookings to ensure a functional and professional working environment
- Support the Executive Director and Academic Directors with diary management, scheduling of strategic meetings and events, and ensuring key stakeholders have timely access to relevant information and briefing materials
- Manage the onboarding process for all new starters (student casuals, interns, research assistants, and professional team members), ensuring compliance with relevant policies and procedures, while serving as the primary liaison with London Business School central services including HR and People Team, Accounts, Estates, IT, and Strategic Events
- Lead on the planning and recruitment of student interns and project officers, liaising with the Careers Office, Student Clubs and other relevant communities

Events and Project Management

- Lead on the delivery and end-to-end logistics for all Wheeler Institute events (in-person, hybrid, and online), ensuring exceptional quality standards and seamless delivery by coordinating with LBS central services to secure appropriate venues, arrange security, and organise technical support including AV, media, filming, and photography
- Manage catering arrangements for on-campus events and coordinate bookings for external venues, restaurants, and special dinners for stakeholders and guests, while liaising with guest speakers, panellists, VIP attendees, booksellers, and other event-related vendors to ensure an excellent participant experience
- Provide in-person assistance in all events (including adhoc student-led supported events), high-level meetings and networking sessions, occasionally requiring on-campus work in late afternoon and evenings
- Support the Executive Director in the creation, planning, and delivery of new projects and initiatives, providing administrative and logistical support to project teams and utilising event technologies and platforms to deliver high-quality online experience

Audience Building and Communications

- Support the Executive Director in promoting events, initiatives, and Institute activities through multi-channel marketing and communications, creating and distributing event advertisements across relevant platforms, preparing registration forms, tracking attendance data, and developing marketing collateral including banners, social media graphics, and promotional materials using basic graphic design software
- Maintain and update the Institute's website, blog, and online platforms with current content and information, while writing, editing, and proofreading content for the Institute's digital channels to ensure high-quality, engaging communications
- Manage the Institute's mailboxes (responding to inquiries in a timely and professional manner) and oversee the Institute's CRM database and contact management systems, ensuring data accuracy and leveraging functionality to support engagement strategies

Research Portfolio Support

- Monitor and support the administrative requirements of the Institute's research portfolio, including end-to-end logistics of the Call for Proposals, facilitating the opening and closures of cost centres, tracking spending across multiple cost centres, liaising with research project leads to ensure awareness of budgets, deadlines, and spending parameters, and maintaining familiarity with the Institute's research projects
- Coordinate with the Accounts team to ensure proper financial administration of research grants and projects, supporting the Executive Director in monitoring research project milestones and deliverables
- To act as Secretary of the Call for Proposals Committee preparing meeting agendas, minutes and documentation for the committee
- members, developing meeting agendas and writing the minutes of the meetings

Procurement and Supplier Management

- Manage procurement processes and systems, including raising purchase orders, negotiating and setting-up supplier contracts, and ensuring compliance with School policies, while overseeing relationships with existing suppliers to ensure contracts are optimized for value and service quality

- Monitor supplier performance against service level agreements, provide feedback to management, coordinate the tendering process for new services and contracts as required, and process invoices and manage monthly expenses in coordination with the Accounts team

Financial Support

- Support the Executive Director in preparing budgets, quarterly forecasts, and financial reports for the Institute, monitoring spending across cost centres and providing regular updates and alerts on budget utilisation.
- Process invoices and team expenses and input financial data into systems to support the tracking of Wheeler Institute budgets.
- Continuously review initiatives and delivery methods to optimize resource allocation and efficiency, while managing expense submissions for the team, ensuring timely processing for the Executive Director, Academic Directors, and other team members
- Work with payroll and HR to ensure prompt payment of Interns/Project Officers.

Community Engagement and Stakeholder Relations

- Nurture relationships with key stakeholders including faculty, researchers, alumni, students, corporate partners, and development practitioners, while coordinating with the Institute's intern cohort (providing guidance on assignments, reviewing their written content, and managing timesheets and administrative requirements)
- Build and maintain an engaged community around the Institute's mission and activities through strategic outreach and relationship management, representing the Wheeler Institute in cross-School working groups and meetings, particularly in operational and administrative forums

Collaboration and Cross-School Integration

- Anticipate and proactively resolve complex stakeholder issues to instill confidence and ensure service delivery meets London Business School standards, building effective relationships with and influencing multiple stakeholders across the School to facilitate decision-making and provide a seamless stakeholder experience
- Champion the Wheeler Institute's mission and initiatives to colleagues and cross-School groups, identifying opportunities for collaboration and knowledge sharing, while participating in School-wide operational working groups and contributing to best practice sharing across departments

Key Performance Indicators (KPIs)

- Delivery of high-quality operational and event management services across the Institute's portfolio, with events delivered on time, within budget, and to exceptional quality standards
- Effective financial resource management including accurate budget tracking, timely invoice processing, optimised supplier contracts, and quality/timeliness of support provided to the Executive Director, Academic Directors, faculty, and project teams
- Maintenance of accurate, up-to-date databases and CRM systems that effectively support engagement strategies, with timely and professional management of all communications through Institute mailboxes and channels
- Development and implementation of process improvements that enhance operational efficiency, with high-quality work delivered by third-party contractors and agencies monitored against service level agreements
- Strong cross-team working relationships evidenced by effective collaboration, positive feedback from peers, colleagues and stakeholders, and contribution to School-wide compliance with regulations, policies, and best practices

Knowledge/Qualifications/Skills/Experience required

Essential:

- Bachelor's degree or equivalent professional experience
- Proven experience managing events from a logistics and delivery standpoint, including both in-person and online formats
- Solid copywriting, editing, and proofreading skills with meticulous attention to detail
- Experience with financial processes including budget monitoring, invoice management, and expense tracking
- Understanding of procurement processes, including raising purchase orders and managing supplier relationships
- Experience working with virtual event platforms and online collaboration tools

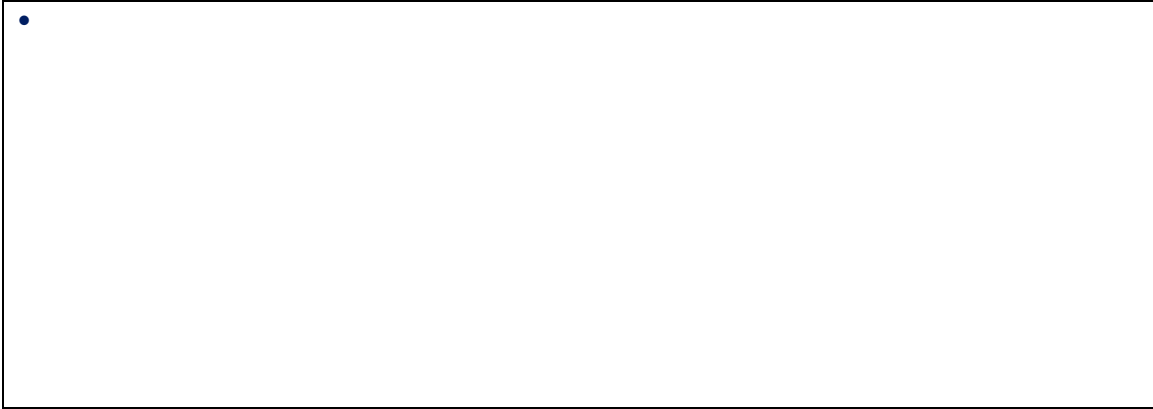
- Excellent project management skills with the ability to manage multiple priorities simultaneously
- Strong communication skills with the ability to engage effectively with diverse audiences at all levels
- Advanced planning and organizational skills with demonstrated ability to meet deadlines
- Excellent relationship management and problem-solving capabilities
- Ability to work effectively with multiple internal and external stakeholders
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Experience with CRM systems (ideally Salesforce) and database management, including contact segmentation and engagement tracking
- Demonstrated experience with content management systems (CMS) for website and blog updates
- Familiarity with basic graphic design software (e.g., Canva, Adobe Creative Suite basics) for creating promotional materials
- High level of technical proficiency and comfort learning new digital tools and platforms
- Available to occasionally work evenings to support events

Desirable:

- Experience working in higher education or academic research environments
- Awareness of business for development and social, environmental and economic development issues
- Experience managing or coordinating research administration
- Familiarity with London Business School systems and processes

Staff	
Budgets	
Date updated	27/05/2026





Resources including team management

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