

JOB DESCRIPTION

Job Title	Career Coach – MIF (Fixed term 9-month contract)		
Reports to	MIF Career Lead		
Department	Career Centre		
Job Family	Learning- Programme Managemnt	Level	4

About the School

At London Business School we have a profound impact on the way the world does business. 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

Career Centre is part of a wider team incorporating Degree Programmes and is known as Degree Education and Career Centre reporting to the Associate Dean. Career Centre comprises:

- an Employer Engagement Team;
- a Leadership Programmes Careers Team (for EMBA students, Sloan Fellows and Alumni);
- an Early & Mid-Careers Team (for MiIM/GMiM, MFA, MiF and MBA students);
- an Operations Team;
- a Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student & alumni career outcomes, which are a key indicator and consequential driver of the success of any business school. Student & alumni career success drives heightened student interest, quality of student admission and participation, ability to attract and retain the very best staff and faculty, further engagement with and access to entrepreneurial, fast-growing and blue-chip companies and, thus, further student & alumni career success. Career Centre inspires and supports students & alumni to

maximise their career potential through the provision of a market-relevant career curriculum, designed and delivered by a team of exceptional Career Leads and Coaches. Career Centre also engages with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni.

The Early & Mid-Career Programmes Team, of which the successful candidate will be a member, provides career guidance and support to more than 1,500 students made up approximately of:

- 250+ (pre-experience) MiM & GMiM (2 year groups)
- 150+ (pre-experience) MFA
- 850+ (post-experience) MBA (2 year groups)
- 150+ (post-experience) MiF (2 year groups)
- 140+ PT (working) MiF students (across 2 year groups)

The team comprises Career Leads for MiM/GMiM, MFA, MiF and MBA, as well as 5 FTE career coaches (including this role). The roles are highly interdependent and supportive of one another. As such, there are times when the focus of the team will switch between programmes.

Job Purpose

As a key member of the MiF Careers Team you will:

- Support masters in finance students in their quest to find post graduate employment through 1:1 coaching and career curriculum delivery
- work collaboratively with the wider team, Career Centre and school-wide colleagues to ensure students experience an integrated career curriculum;
- act as a competent and informed communicator, helping students make sense of their career development journey throughout their time at LBS
- design and deliver career and skill development workshops and run high levels of one to one coaching;
- both independently and with other colleagues, lead on and project manage career initiatives and programmes.

Key Areas of accountability and Key Performance Indicators (KPIs)

Contribute to the design and delivery of a careers curriculum

- Contribute to the design of a careers curriculum for assigned student groups, initiating blended learning approaches that maximise the use of our online and in-person offering
- Design and deliver innovative and engaging career skill workshops to high professional standards (includes presentations to large audiences, small group workshops, online webinars, Zoom and the School's Virtual Learning Environment)
- Take a student's view of how they experience their career development throughout their time at LBS; work with colleagues across Career Centre to continuously improve our students' career experience

Coach students

- Assist students with exploring career goals and managing their careers, helping students make sense of their career development journey throughout their time at LBS via one to one and group career coaching
- Deliver both career and skill development workshops and 1:1 coaching
- Develop and maintain one to one student relationships
- Review and give feedback on students' application documents
- Provide students with mock interview and assessment centre practice
- Interpret and advise on the output of self-assessment tools
- Support off-campus students via Skype and email
- Track their students career progression as well as well as be proactive regarding the career development offering

Student/Alumni engagement and programme analytics

- Reach out to, communicate with and engage assigned student groups on an ongoing basis
- Track student career goals and development progress; collect and communicate programme analytics across the department and school
- Maintain relations with key alumni, sourcing for guest speaker/panel and other networking opportunities
- Source content for and produce regular newsletters/blogs/podcasts and other social media posts that support the students' career development throughout their time on the Programme

Labour market insight

- Together with EET colleagues, collate, write and share labour market and employer information and student stories
- Further own market insight by attending sector specific development opportunities
- Attend on-campus recruitment events, including occasional evening and weekend sessions

Partner with stakeholders across the school

- Build active and collaborative partnerships with stakeholders across the school including Career Centre colleagues, students, Degree Programme Office, Admissions and Advancement and student representatives

Provide services to LBS Career Centre and the wider School

- Together with colleagues, represent the Career Centre at Admissions and Alumni events, including occasional evening and weekend sessions
- Trial and suggest new technology and ways of working
- Lead and contribute to cross-departmental projects

- Any other duties assigned by the MIF Career Lead and the wider EMC team in curriculum design and delivery as well as adhoc projects

Knowledge /Qualifications/Skills/Experience required

- Extensive experience and understanding of finance students and the challenges they face as they embark on their careers. This can be from working in similar business school or higher education institutions, or from working in recruitment or learning and development roles focused on mid-careers talent
- Understanding of the industries and markets that LBS students target, including knowledge of recruitment processes, job profiles and career pathways
- Knowledge of training delivery methods, including blended learning approaches
- Wide experience of developing innovative and engaging workshops and training sessions, that support the student career decision making process and equip them with the skills to succeed
- Experience in one-to-one career coaching/guidance, particularly at mid careers level but also able to flex to early career level or more experienced students
- The empathy and interpersonal skills required to help individuals navigate complex career decisions
- Knowledge of databases and ability to manipulate and present data desirable
- Relevant previous experience and desirable to have or be working towards a coaching or professional development training qualification
- Passionate about MIF Careers talent and seeking to proactively engage and support students as they embark on exciting career opportunities across sectors and geographies
- Passionate about companies, markets and the changing world of work, and that passion shines through
- The ability to adapt your approach to different audiences' needs, in particular mid-career clients
- Experience working in a multicultural environment; sensitivity to employment differences between the UK and elsewhere; experience of key geographies that our students recruit into is an advantage
- Commitment to continuous quality improvement and a proactive desire to ensure great end to end customer experience
- Project management skills
- Flexible approach to participate and contribute to the wider work of the Career Centre
- Collaborative team working mind-set
- Excellent interpersonal skills and emotional intelligence. The ability to adapt to different audiences' needs
- Comfortable using CRM systems, Excel, PowerPoint, Word; experience with virtual learning environments, remote coaching tools (zoom) social media desirable

Key Stakeholders

- Career Centre team
- Student Body
- Career Reps
- Degree Programme Office, Advancement, Admissions
- Student Clubs

KPIS:

- Positive feedback from students, colleagues and stakeholders
- Improvement in relevant programmed performance
- Strong cross team working relationships with key stakeholders
- Effective resource management and quality /timeliness of support provided to faculty colleagues
- Contribution to the successful delivery of career initiatives in a timely manner
- Champion change by role modelling the behavior expected from all colleagues and consider the impact of change on all processes, systems, processes and people to ensure appropriate steps are taken for successful implementation

Date Updated

October 2020