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| **Job Title** | **Associate Director: Experiential Learning** |
| **Reports to** | **Executive Director: Experiential Learning**  |
| **Department** | **Experiential Learning** |
| **Job Family** | **Learning** | **Level** | **5** |

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| **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.  |

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| **About the Department** |
| Degree Education and Career Centre contributes to the School vision by:* Attracting and selecting talent from around the world
* Creating an environment in which students can learn and faculty can teach
* Maximizing student and alumni career opportunities though developing their career skills and engaging with employers.

We want to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.Degree Education and Career Centre is responsible for designing, promoting, recruiting for and delivering London Business School’s portfolio of degree programmes, which includes the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and HKU), the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and modular), the Masters in Management and Global MiM (MiM) and the Masters in Financial Analysis (MFA). The degree portfolio represents over 50% of London Business School’s revenues. A number of programmes are ranked in the top #10 by the Financial Times.The Experiential Learning (EL) team comprises global experiences, student led learning, and London projects. We deliver over 20 global experiences for 1,400 Degree programme students, over 100 London-based consulting projects to over 700 students, and have developed such student led learning programmes, Leadership Incubator, and Project Aasha. The EL team aspires to be globally recognised for its innovative experiential learning approach and a culture of challenge, and the team’s purpose is to challenge students to apply learning through transformational experiences with a responsible, real-world impact. |

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| **Job Purpose** |
| Increasing its presence and relationships within and outside the UK is a key priority for the LBS as a global business school. This position will lead the Experiential Learning team to provide quality applied and integrative learning experiences to students through effective operational planning, a data-led strategy, sound financial management and proactive risk management, and will contribute to the planning, growth and development of the experiential portfolio. The postholder will report to the Executive Director of Experiential Learning and ~~will~~ be responsible for: leading on the design, delivery and implementation of strategic projects; managing the work of the London Consulting team; overseeing operations across Experiential Learning, including supplier management, data collection and analysis and overall budget planning, tracking and forecasting; leading risk management planning, mitigation and response for 22 Global Experiences per academic year with over 1,400 participants.  |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Strategy and Planning** * Contribute to the development of strategy for the overall Experiential Learning team, ensuring that plans are aligned to wider departmental strategy and overall School goals, including preparing written reports for Elective Planning Group and Security, Ethics & Risk Committee.
* Lead on the development of strategy for specific areas under Management (London Consulting Projects and EL Operations) and deliver corporate plans for the same.
* Develop annual operational plans, working with key stakeholders across Degree Education, oversee the management of operational plans across the Experiential Learning team and enable successful implementation by prioritising and aligning planned activities.
* Ensure an effective data-led Experiential Learning strategy by overseeing the collection, storage and analysis of reliable data to understand our performance and impact, in line with GDPR and School best practice
* Lead on the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.
* Lead and review Global Experiences risk management procedures and pro-active mitigation related to the travel of over 1400 participants – students, alumni, staff and faculty - on Global courses, alongside key internal and external stakeholders.

**Programme Delivery and Improvement** * Lead the strategic Experiential Learning business process review and IT alignment, taking responsibility for appropriate stakeholder engagement to ensure delivery of collaborative processes.
* Lead on the planning and delivery of selected Global programmes, co-ordinating/managing resources to ensure successful learning outcomes within budget and to quality standards and targets.
* Lead the regular external benchmarking, review and evaluation of Global Experiences and London Consulting Projects to ensure that learning delivery remains at the forefront of business education, including liaising with colleagues at Peer Schools.
* Oversee the collection and analysis of key Experiential data to ensure alignment with School and departmental objectives and KPIs, support Programme Reviews and Health Checks, and showcasing EL work via the annual Impact Report
* Oversee the timely production of programme/ course information, learning resources, materials and guides for London Consulting Projects, and support for Global Experiences.
* Lead the review and evaluation of selected global programmes to ensure that learning delivery remains at the forefront of business education.
* Identify, design and oversee continuous improvement to assessment and faculty model for London Consulting projects with key stakeholders, including Programme Offices and Quality Assurance
* Lead the regular review of processes to identify areas for more effective collaboration, automation and simplification.
* Keep up-to-date with external thinking within global business and experiential learning, developing and adapting innovative practice to continuously improve experiential learning experiences and delivery within London Business School.
* Assist with the delivery of selected Global Experiences, as required.

**Student/Participant Experience** * Oversee the co-ordination and delivery of a world-class learning experience for stakeholders.
* Ensure that students/ participants have access to support and resources as required to enable the most effective learning experience.
* Design and lead feedback activities for London Consulting Projects which contribute to learning enhancements and the continuous improvement of student/ participant / stakeholder experiences.
* Leverage close relationships with faculty, alumni, external clients, Careers and Programme Offices to support the effective delivery of London Consulting Projects and ensure the outcomes meet students and client expectations
* Ensure best practice in the collection of key evaluation data and presentation and analysis using appropriate tools such as PowerBI to interrogate trends
* Identify and implement new technologies to improve student learning and experience, such as Peerceptiv.

**Scheduling and Resource Management** * Ensure that all scheduling and timetabling activity is efficiently managed, liaising across teams to ensure that all needs are met effectively.
* Provide support/guidance to faculty and colleagues within area, ensuring the timely provision of information and resources that enables high-quality teaching.
* Strategically consider risk factors and include these in the operationalization of EL courses (GEs and London), in order to optimize team performance and minimize school security, ethics and PR risks.
* Develop detailed operational action plans, timetables, and responsibility, and help to manage the timely implementation of all tasks.

**Analysis and Reporting** * Manage sophisticated data collation and analysis, probe and use findings to develop further insights to inform decisions on future programmes.
* Liaise across the team to prepare complex reports to inform review, planning and decision-making
* Utilise effective and reliable data collection and reporting for internal (Sustainability, course evaluations) and external (FT Rankings) purposes.
* Stay closely connected to the wider LBS data community, ensuring best-practice and continuous improvement.

**Supplier/Contractor Management** * Oversee procurement and competitive bid processes for Global Experiences.
* Act as the main departmental contact for key third-party suppliers (including Destination Management Companies (DMCs).
* Monitor the quality of work delivered by third-party suppliers and agencies against up-to-date Service Level Agreements to ensure work is to the required standard; take any necessary action based on feedback and escalate issue resolution when required.
* Design and lead periodic strategic procurement reviews for DMCs in collaboration with Procurement and Finance departments.

**Collaboration and Stakeholder Management** * Lead the annual experiential planning cycle, ensuring collaboration with programme offices and other key departments.
* Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning/ programme/ customer experience outcomes.

**Financial Management** * Lead the annual budget planning, quarterly forecasting and analysis for a departmental budget of over £4m to ensure the successful delivery of all experiential learning initiatives.
* Produce detailed data visualisations and commentary for Budget and Quarterly Forecasts to explain variances in line with the complex factors connected to Global Experiences forecasting (including exchange rate impact, student enrolment, course design and local/ regional factors).
* Oversee the co-ordination of financial planning and reporting for experiential learning, providing guidance and training as required to support colleagues to fulfil financial management responsibilities.
* Lead the competitive bid processes for supplier contracts related to Global Experience initiatives.
* Ensure all relevant contracts for Global Experiences programmes are prepared, reviewed and signed by the appropriate parties.
* Continuously review initiatives and delivery to optimise the use of resources.

**People Management** * Oversee the management of London Consulting Projects team (four staff – since Feb 2025) and EL Manager role (since 2022).
* Ensure all individuals under management understand the link between their role/ contribution and wider team/Department/ School purpose and have relevant, measurable individual objectives which directly relate and contribute to the EL and sub-team’s Corporate Plan.
* Provide training and mentoring for Global Experiences staff related to role-specific areas, including financial planning, risk management, data collection and analysis, process review.
* Set individual priorities for direct reports, and review/ provide feedback/ support on performance/ impact/ progress to ensure that the individual achieves own and contributes effectively to wider goals.
* Role model the School’s culture and values, set behavioural expectations and support employee wellbeing. Ensure team member is are aware of and complies with all relevant policies and procedures.
* Role model collaboration within team and with other related teams to support the collective achievement of objectives.
* Support team member in identifying learning needs and identify/ promote learning opportunities, to enable good performance and impact in current role and appropriate career progression.

**Change Management** * Champion change by role modelling the behaviour 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.

**KPIs:*** Well defined, clearly communicated and executed strategies and/or plans for experiential learning programmes. Contribution to continuous improvement in School rankings.
* Trusted adviser relationships developed with clients and stakeholders.
* Robust learning experience impact assessment processes in place.
* Contribution to the development and delivery of market leading solutions and initiatives.
* Excellent student, colleague and stakeholder feedback.
* Projects / programmes scoped, delivered on time, on budget, and to high quality standards

**Resources including Team Management**Management of the Experiential Learning budget (planning, forecasting etc.).Two direct reports: * Senior Manager, London Consulting Projects (since Feb 2025)
* Manager, Experiential Learning (since 2022)

Overall team of five staff , including direct reports, two London Consulting team Managers and one Administrator.  |

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| Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making. **Knowledge/Qualifications/Skills/Experience required** |
| * Bachelor’s degree or equivalent experience.
* Professional qualification or equivalent experience.
* Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence.
* Experience of managing multiple key internal and external stakeholders at all levels.
* Demonstrable credibility and a network of contacts with your area of expertise.
* Deep knowledge of learning and design/delivery principles, theory and practice.
* Project or change management certification and experience in leading and implementing complex business change solutions.
* Extensive awareness of the activities of the organisation and competitor schools.
* Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
* Proven financial management skills and commercial acumen.
* Contribution to revenue and/or engagement targets.
* High-quality work delivered by contractors.
* Projects/programmes delivered on time, on budget and to quality standards.
* Contribution to cross-School initiatives.
* Accurate budgets developed, no overspend and value for money demonstrated.
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