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| **Job Title** | **Manager, Experiential Learning** |
| **Reports to** | **Associate Director, Experiential Learning**  |
| **Department** | **Degree Education** |
| **Job Family** | **Learning** | **Level** | **3** |

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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** |
| The Degree Education department plays a vital role in the success of London Business School. We are responsible for designing, promoting and delivering the School’s portfolio of twelve Master’s degree programmes in London, Dubai, New York and Hong Kong. Delivering world-class global programmes is at the heart of what we do, whilst ensuring that we maintain a commercial perspective. As a department, we play a critical role in attracting exceptional candidates from all over the world. In addition, both when our students embark on their learning journey and when they become alumni, the Career Centre team, liaising closely with employers, works hand in hand to help them secure internship and full-time positions, and continues helping them make educated career choices. Ranked among the best in the world, our Master’s Degree programmes shape individuals into global business leaders. Our programme portfolio consists of 12 programmes: Masters in Management, Global Masters in Management, Masters in Financial Analysis, Masters in Analytics and Management, Master in Finance Full-time and Part-time programmes, MBA, Executive MBA London and Dubai Programmes, EMBA-Global Americas and Europe (partnership with Columbia Business School), and Sloan Masters in Leadership and Strategy. Every year we recruit approximately 1,500+ students from all over the world, and at any given moment we have more than 2,500 students. Our students study in London, Dubai, and New York. The Experiential Learning team comprises Global Experiences, Student-led learning, and London consulting projects. We deliver over 20 Global Experiences for over 1,300 Degree programme students, over 90 London-based consulting projects to over 500 students and have developed student-led learning programmes such as the Leadership Incubator. The Experienial Learning 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 support the Experiential Learning team to provide quality applied and integrative learning experiences to students, and will contribute to the planning, growth, and evaluation of the experiential portfolio. This portfolio, comprising Global Experiences, London-based consulting courses and Student-led initiatives, will be fully integrated and aligned with the School’s Mission and drives many of the School’s major experiential learning initiatives.The post holder will report to the Associate Director, Experiential Learning and will be responsible for supporting the operational development, delivery and analysis of experiential courses taking place in London and globally, working closely with other members of the Experiential Learning team, the Central, Finance and Procurement teams and a wide range of other internal and external stakeholders. |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Planning** * Contribute to the development and management of operational plans across the Experiential Learning team, providing information to enable efficient and effective planning that meets area/departmental objectives.

**Programme Delivery** * Support the operational delivery of Experiential courses in accordance with well-defined processes and contribute to strategic projects.
* Create policy documents and/or best practice guides, liaising across teams to gather data and ensuring that guidance and regulations are kept up-to-date and contribute to the delivery of high-quality learning interventions.
* Ensure Global Experiences risk management procedures are up to date prior to travel and plans are clearly communicated to participants and internal and external stakeholders.
* Drive the creation and maintenance of standard processes to ensure efficiency and consistency across programmes.
* Monitor the completion of standard processes and activities to ensure regulatory compliance.
* Survey the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.
* Support with projects and initiatives aimed at improving, monitoring, and reporting on the operational sustainability of Experiential Learning courses

**Student/Participant Experience** * Support 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.
* Support the development and delivery of feedback activities that contribute to learning enhancements and the continuous improvement of student/ participant/ stakeholder experiences.

**Scheduling and Resource Management** * Contribute to the development of detailed action plans, timetables, and responsibility, and lead the management of these processes to ensure the timely implementation of tasks.
* Provide support/guidance to faculty and colleagues within area, ensuring the timely provision of information and resources.
* Lead the annual data retention review for Experiential Learning and contribute to data-related School projects.

**Analysis and Reporting** * Create and maintain monitoring mechanisms for key performance indicators, e.g., quality, impact and/or cost of learning interventions, undertaking research as required to gather information against quality standards.
* Manage data collation and analysis, probe and use findings to develop further insights to inform decisions on future programmes.
* Assist in the preparation of complex reports to inform review, planning and decision-making.

**Supplier/Contractor Management** * Effectively lead the management of supplier contracts and internal documents related to Experiential Learning courses and initiatives.
* Lead the planning and outreach for competitive tender processes
* Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard and escalate issues for resolution when required.

**Collaboration and Stakeholder Management** * Inform the annual Experiential Learning planning cycle, ensuring collaboration with programme offices and other key departments.
* Represent the team to colleagues, stakeholders, and cross-School groups on occasions, enabling cross-department working.
* Identify and initiate opportunities to collaborate with stakeholders to support improved operational delivery/ learning/ customer experience outcomes.

**Financial Management** * Maintain Experiential Learning annual budget trackers to support accurate planning and quarterly forecasting.
* Ensure all relevant contracts for Global Experiences programmes are prepared, reviewed, and signed by the appropriate parties.
* Support the continual review initiatives and delivery to optimise the use of resources.

**Process Improvement** * Monitor processes, systems and practices across Experiential Learning, and plan and carry out regular reviews to identify opportunities for improvement considering changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

**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:*** Contribution to Experiential Learning courses and initiatives being delivered on time, on budget and to quality standards and targets.
* Area/ team compliance with necessary regulations/ processes.
* Quality of recommendations and input into wider operational planning.
* Development of solutions and improvements to complex problems within own area of specialism.
* Detailed data analysis to support management decision-making.
* Effective resource management and quality/timeliness of support provided to faculty/colleagues.
* High-quality work delivered by third-party contractors and agencies.
* Up-to-date and accurate financial information for all Experiential Learning areas
* Strong cross-team relationships with key stakeholders.
* Positive feedback from students, colleagues and stakeholders.
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| **Knowledge, Qualifications and Skills Required** |
| * Bachelor’s degree or equivalent experience.
* Excellent stakeholder engagement skills with experience of effectively working with multiple internal and external stakeholders.
* Experience of using software related to own team or department to extract, analyse and report on data; familiarity with Power BI desirable.
* Sound project management experience with strong planning skills.
* Excellent analytical and problem-solving skills.
* Ability to manage a broad remit of tasks of different levels of priority and duration.
* Experience in effectively managing external suppliers/contractors.
* Budget management experience desirable, but not essential.
* Sound understanding of the wider School’s offerings and those of competitors.
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| **Date Updated** | December 2023 |