

JOB DESCRIPTION

Job Title	Associate Director, L&D (Maternity Cover)		
Reports to	Executive Director, Talent and Employee Experience		
Department	People		
Job Family	Learning	Level	5

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 People Team are a trusted partner who work with our community to develop and empower our people, our greatest strength.

We work collaboratively and produce targeted people solutions that enable the delivery of the School strategy, whilst shaping an engaged and inclusive workforce where everyone belongs and thrives.

The People Team is comprised of: Business Partnering and Organisational Design, Talent and Employee Experience (Talent Acquisition, Learning & Development, Talent Management, Diversity Inclusion & Belonging and Employee Experience), People Services (People Operations, Reward, People Systems and Data & Payroll).

Job Purpose

The purpose of the role is to build, deliver and evaluate the impact of the learning and development strategy, so that the skills and capabilities required by staff at all levels enable individual, team, department and whole School performance. Learning interventions must be targeted to staff, manager and leadership populations, enabling a learning culture.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Execute the L&D plans and activity to support the realisation of the overall People Plan, aligned with the School's vision and strategic priorities.
- Develop and implement plans to support the School through its cultural transformation journey, to ensure we operate in the best way to deliver our purpose effectively.
- Provide strategic direction for the L&D team, alongside hands-on operational involvement to ensure effective coordination and administration of learning activity and positive customer experiences.

Learning Provision

- Carry-out all stages of the learning cycle including learning needs analysis, design, delivery and evaluation of the School's central L&D offering
- Deliver bespoke learning for departments and teams in line with business needs. Deliver a core L&D offer that includes soft skills – including people management, communication and collaboration- with technical skills including project management, Lean Six Sigma and cyber security to ensure the offer is fit for purpose and drives performance and growth across all levels at the School.
- Design and implement a new Management Development learning offer that is relevant and supports people managers in effectively fulfilling their People Manager Accountabilities.
- Review our coaching provision, including evaluating our coaching framework and pool of coaches, to ensure we offer a diverse, high value, cost effective coaching service to support staff to achieve their goals
- Oversee mandatory compliance online training
- Enhance the School's learning culture to boost learner engagement and contribute to the delivery of the School's strategic objectives.

Onboarding and Offboarding

- Execute the Onboarding and Induction Refresh Project, which includes evaluating our existing approaches, proposing, gaining sign off to and implementing an improved solution to foster early engagement and integration of new staff at the School.
- Ensure our outplacement offer is fit for purpose to ensure a smooth transition for departing staff, helping them with their next chapter in their careers. Manage the relationship with the provider, if appropriate.

Performance Management

- Lead the Enabling Performance Process at the School enabling leaders to measure performance effectively and staff to achieve their goals. Identify areas for improvement, driving employee commitment to the process and an improved framework for achieving overall School performance. This includes evaluation of existing approach, determining improvements, creating supporting guidance/ materials, delivering briefings to staff and people managers, creating communications, managing the calibration process in partnership with business partners (SPPs) and managing online / platform tools and relationships

Change Management and Future Focus

Deliver key high impact projects aligned to the People Plan and wider School priorities for 2025/6 as we evolve:

- Collaborate with the Talent Management team to review feedback from the Readiness Programme pilot—a development initiative designed to prepare high-potential talent for future leadership roles. Evaluate the programme, create the business case for future programmes and implement necessary changes for any future iterations, ensuring we effectively engage and develop our emerging leaders.
- Collaborate with the Technology team to design and deliver a new Data and AI learning program that supports the School's innovative Data and AI strategy
- Support the School in navigating a period of transformation change by providing learning initiatives and supporting resources for both leaders and staff. Topics could include change management, cultural transformation, building high performance cultures, building engaged and thriving workplaces.

Impact Assessment & Reporting

- Analyse L&D data to identify themes and trends, using these insights to guide decisions on future learning activity, ensuring high-quality service and continuous improvement in engagement, satisfaction, and impact.

People Communications

- Lead on communications for L&D initiatives including all staff emails, Hub Articles, Teams/ Learning Core announcements to keep staff up to date on projects and what's on offer.
- Be responsible for delivering roadshows, internal briefings for all staff and people managers to communicate and engage staff with our offering as well as internal L&D processes.

Financial and Supplier Management

- Manage the L&D budget, ensuring finances are managed effectively and value for money/ cost control is achieved.
- Consistently monitor the quality of work delivered by third-party suppliers against service level agreements to ensure it is to the required standard and provide feedback as necessary.
- Manage Procurement Duties for Talent and Employee Experience (Category ownership and management)

People Management

- Manage and coach the Talent Development Advisor (dual reporting line with the Associate Director, Talent Management) and the L&D Coordinator, enabling their engagement, performance and growth.

Collaboration and Relationship Management

- Collaborate with Heads of Departments, Strategic People Partners, People Operations, Systems and Data team, Faculty and Subject Matter Experts across the School to be able to gain valuable insights into learning needs and context as well as co-create impactful learning solutions, helping to foster a strong culture of learning.
- Partner with T&EX senior team to support the engagement of the T&EX team as a whole.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Successful learning interventions achieving Key Performance Indicators.
- Robust learning experience assessment processes in place.
- Trusted adviser relationships developed with clients and stakeholders.
- Contribution to the development and delivery of market leading solutions and initiatives.
- Excellent colleague and stakeholder feedback.
- Projects delivered on time, on budget and to quality standards.
- Contribution to cross-School initiatives.
- Accurate budgets developed, no overspend and value for money demonstrated

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Deep knowledge of learning and design/delivery principles, theory and practice.
- Experience of online learning platforms and performance tools
- Experience of building high performance and learning cultures
- Be an ideas generator with the ability to simplify the complex and pragmatically deliver. Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and build effective relationships
- Ability to understand an organisation quickly and determine how best to get things done
- Experience of managing multiple key internal and external stakeholders at all levels.
- Strong planning and personal organisation skills
- Strong people management skills
- Experience or knowledge of project management, change management and talent management linkages a bonus

Staff	Current – 2 heads. L&D Coordinator Talent Development Advisor (shared resource)
Budgets	Annual – up to 500k
Date Updated	July 2025