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| **Job Title** | **Director of Change and Engagement** **(Secondment/FTC until 31st October 2025)** |
| **Reports to** | **Innovation and Transformation Senior Associate Dean** |
| **Department** | **Innovation and Transformation Office (Hive)** |
| **Job Family** | **Business Services**  | **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.  |
| **About the Department** |
| **The Innovation and Transformation Office**The Innovation and Transformation Office was established to help the School transform by inspiring fresh perspectives and improving how we work. This office is all about finding creative solutions to problems and making our processes more efficient so we can achieve our goals smarter and faster. By using creative thinking, Lean methodologies, and active facilitation, the office supports teams in tackling challenges to achieve tangible, sustainable improvements, and developing innovative solutions for the future.**The Team’s objectives are to:*** **Streamline School-wide Processes:** Support teams across the School in enhancing the efficiency and effectiveness of operations by simplifying complex procedures.
* **Foster a Culture of Innovation:** Lead the charge in encouraging innovation and experimentation, turning creative ideas into actionable outcomes.
* **Provide Strategic Problem-Solving:** Offer comprehensive problem-solving support to teams across the School, helping them overcome challenges with tailored solutions.
* **Spearhead Sustainability Initiatives:** Act as the incubator for the School’s sustainability programme, driving efforts to integrate sustainable practices throughout the institution.

**The Team**The team operates with the agility and innovation of a start-up, combining deep expertise in design thinking, Lean methodologies, and programme management with extensive knowledge of the School’s unique environment. When specialised support is required, the team integrates external expertise to enhance their capabilities. |
| **Job Purpose** |
| The role of the Director of Change and Engagement focuses on shaping and executing the Innovation and Transformation Office's (ITO) stakeholder engagement, communication, and strategic change management strategies. As the team has evolved, we need a skilled individual in engagement strategies, ‘storytelling’, showcasing achievements, and maintaining consistent messaging across initiatives, particularly in continuous improvement, innovation, and sustainability.Key responsibilities include developing and implementing targeted engagement and change management plans that guide diverse stakeholders through the project change journeys. This involves helping the audience understand, embrace, and support the changes needed to achieve our strategic objectives. The role also involves enhancing the ITO's presence across various communication channels, including the Hub, website, and governance bodies, to effectively communicate progress and foster community engagement.The ideal candidate will work closely with other ITO directors and provide change and engagement expertise on specific projects, assist in engagement of evolving communities of practice, and develop strategies to promote ITO's toolkit. They will balance strategic thinking with hands-on execution, focusing on building strong stakeholder relationships, driving change, and developing innovative communication approaches that align with the ITO's goals and the broader mission of the School.The ideal candidate should have a passion and flair in developing innovative communication strategies, fostering stakeholder engagement, and driving effective change management initiatives. |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Areas of Accountability:****Strategic Planning and Implementation:*** + Collaborate with senior leadership to ensure change initiatives align with team goals and objectives.
	+ Develop and track metrics and KPIs to measure the effectiveness of change management, engagement, and communication efforts.
	+ Continuously assess and refine strategies based on feedback and performance data.

**Change Management:*** + Develop and execute change management strategies and plans to support Continuous Improvement, Innovation, and Sustainability Programmes.
	+ Conduct impact analyses and identify key stakeholders for each programme, creating and implementing tailored change plans.
	+ Design and facilitate change management activities, including stakeholder engagement sessions, workshops, and training programmes.

**Stakeholder Engagement:*** + Partner with ITO Directors and senior leaders to ensure alignment and engagement with projects and programmes.
	+ Build and maintain strong relationships with key stakeholders to support change initiatives.
	+ Tailor engagement strategies to address the diverse needs of various stakeholder groups within the Continuous Improvement, Innovation, and Sustainability Programmes.
	+ Facilitate the development of communities of practice to promote knowledge sharing and collaboration.

**Communications, Content Planning, and Execution:*** + Develop comprehensive communication plans to support the Continuous Improvement, Sustainability, and Innovation Programmes, ensuring clear and consistent messaging.
	+ Create high-quality communication materials, including presentations, website content, newsletters, and storytelling pieces.
	+ Manage internal communications channels to ensure effective dissemination of information.
	+ Craft compelling narratives to support change initiatives and engage stakeholders.
	+ Develop and maintain content for internal websites and communication platforms.
	+ Design visually appealing presentations and communication materials.
	+ Collaborate with the Communications and Brand & Marketing teams to align messaging and communication strategies.

**Key Performance Indicators (KPIs):*** + Deliver well-defined, clearly communicated, and executed strategies and plans.
	+ Build and maintain trusted relationships with key stakeholders.
	+ Achieve excellent stakeholder feedback.
	+ Develop high-quality policies and processes.
	+ Ensure accurate and effective reporting that informs decision-making.
	+ Contribute to cross-School initiatives.
	+ Complete projects on time, within budget, and to quality standards.
	+ Develop accurate budgets, demonstrating value for money and no overspend.
	+ Contribute to continuous improvement in School rankings.
	+ Ensure high-quality work from contractors and agencies.
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| **Knowledge/Qualifications/Skills/Experience required**  |
| * Extensive experience in strategic change management, communications, or a related field, preferably within a complex organisation.
* Proven track record of successfully leading change management initiatives.
* Excellent communication, presentation, and storytelling skills.
* Strong strategic thinking and problem-solving abilities.
* Ability to manage multiple priorities and work effectively under pressure.
* Proficiency in using digital communication tools and platforms.
* Experience in stakeholder management and engagement.
* Strong workshop design and facilitation skills.
* Certification in change management is a plus.

**Key Competencies and attributes:*** Strategic Vision
* Effective Communication
* Stakeholder Management
* Change Management Expertise
* Content Creation and Storytelling
* Adaptability and Flexibility
* Curiosity
* Team Collaboration
* Project Management
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