JOB DESCRIPTION

London Business School

Job Title	Reward Manager		
Reporting to	Executive Director, People Services		
Department	People Team		
Job Family	Business Services	Level	4

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.

The People Team provides a range of services and comprises of: Business Partnering, Talent & Employee Experience (Talent Acquisition, Talent Management, Diversity & Inclusion, and Employee Experience), People Services (People Operations, Reward, People Systems and Data, and Payroll), and Organisational Design.

Job Purpose

To develop and deliver effective Reward Management that aligns with the School's strategic priorities, fostering an environment where talent is attracted, retained, and appropriately rewarded across all staff groups.

Key Areas of Responsibility

Compensation Support

- Conduct regular benchmarking and market analysis to ensure compensation packages remain competitive, equitable, and aligned with market trends.

- Evaluate and recommend adjustments to salary structures based on market insights and internal data.

Pensions and Benefits Administration

- Oversee the end-to-end administration of pensions and benefits, including tasks such as pension auto-enrolment, assisting payroll with contribution uploads, processing opt-outs, and preparing member statements.

- Manage a variety of employee benefits programs, such as cycle-to-work schemes, eyecare vouchers, and season ticket loans.

- Support the Executive Director, People Services in assessing current benefits programs and recommending enhancements to drive employee satisfaction and retention.

- Partner with the Employee Experience team to deliver cohesive and comprehensive wellbeing benefits for staff.

- Collaborate with Learning & Development (L&D) colleagues to ensure pension and benefits information is accurate and effectively communicated to new starters.

- Coordinate with third-party pension advisors to provide a seamless and positive experience for staff and faculty.

- Create and monitor purchase orders while processing associated invoices accurately and on time.

Reward Strategy Support

- Assist in designing and implementing reward strategies that align with the School's strategic goals and priorities.

- Effectively communicate reward programs and policies to both staff and faculty, ensuring clarity and engagement.

Performance Management

- Support the annual Enabling Performance process by managing the pay element and related activities.

Data Analysis

- Prepare and present detailed reports on reward-related topics for the People Leadership Team, offering insights and recommendations.

- Conduct regular analysis of pension and benefits data, such as pension scheme opt-out rates and benefit enrolment, to identify trends and inform future initiatives.

Stakeholder Collaboration

- Serve as the first point of contact for reward-related queries, providing guidance and support through the team's help-desk system.

- Collaborate with People Team colleagues to ensure integrated and cohesive benefits and wellbeing programs.

- Develop presentations and coordinate webinars, briefings, and training sessions on reward-related topics.

- Ensure the staff intranet remains up to date with the latest reward policies, procedures, and information.

Knowledge/Qualifications/Skills/Experience required

- Extensive experience in managing reward services within complex organisations.

- A relevant professional qualification or substantial equivalent experience.

- Deep understanding and expertise in conducting job evaluation and job analysis.

- Proven expertise in managing and administering pension schemes.

- Comprehensive experience in managing and executing end-to-end pay review cycles.

- Advanced knowledge and experience in designing and implementing innovative compensation packages.

- Strong analytical skills with the ability to interpret complex data and provide actionable insights.

- Exceptional influencing skills, with expertise in negotiation, collaboration, and driving consensus.

- Demonstrated financial management capabilities paired with robust commercial acumen.

- Proven ability to build and maintain effective relationships with a wide range of stakeholders, fostering collaboration across departments and teams.

- Experience in developing, implementing, and continuously improving reward policies and processes to align with organisational goals.

- High level of numeracy and attention to detail, ensuring accuracy in financial and data analysis.

- Exceptional planning and project management skills, with a focus on delivering results.

- Demonstrated ability to set and achieve tight deadlines in a fast-paced environment.

- Skilled at navigating complex organisational structures to achieve shared objectives and drive results.

Date Updated	January 2025
Team	Standalone role