

JOB DESCRIPTION

Job Title	Student Learning & Development Manager		
Reports to	Associate Director, Professional Development		
Department	Career Centre		
Job Family	Learning – Design Focus	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

Career Centre is part of the department Degree Education reporting to the Associate Dean. Career Centre comprises: an Employer Engagement Team; a Career Management Team; a Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student & alumni career outcomes which are a key indicator and consequential driver of the success of any business school. Student & alumni career success drives heightened student interest, quality of student admission and participation, ability to attract and retain the very best staff and faculty, further engagement with and access to entrepreneurial, fast-growing and blue-chip companies and, thus, further student & alumni career success.

Career Centre inspires and supports students & alumni to enhance their career potential through the provision of a Career Coaching & Advising, Career Learning and Career Opportunities.

Job Purpose

The purpose of this role is learning design to deliver interventions as well as relevant online content for the development of career management and professional skills by working collaboratively with the Career Centre and wider partners across the School. The role sits within the Professional Development Team in Career Centre and is vital in ensuring positive learning outcomes for students in professional and career skills.

Key activities:

- Consult with Career Centre and Programme Office teams to design a clear and engaging learning experience and curriculum for students
- Partner with Digital Learning and the Career Centre's Digital Content Manager to design and implement innovative learning solutions
- Project manage the curation of career and professional skills expertise and transform it into digestible and engaging content with a focus on digital; leveraging input from the wider team and other stakeholders
- Create communities for defined student roles to encourage knowledge exchange and partner with student communities manager on producing appropriate learning and development content
- Consult on the procurement processes of external providers by offering a strategic learning perspective and quality control
- Bring new thinking and insights into the Career Centre team and wider Degree Education on future professional development skills and innovative approaches to learning and development

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans and manage operational plans in own area.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

Learning Design and Delivery

- Lead on the design of learning programmes / interventions in own area of specialism, or act as an expert resource/work stream lead to a large/complex project to ensure successful learning outcomes within budget and to quality standards and targets.
- Lead activities to understand and assess learning needs, ensuring that findings are communicated effectively to relevant stakeholders and inform the design of learning interventions.
- Research and keep current with advancements within own field to ensure that leading thinking and technologies inform learning design.
- Design learning solutions and materials, in line with London Business School and wider learning best practices, that enable a high-impact learner experience.

- Collaborate with stakeholders and contractors as required to integrate new learning solutions as appropriate to maximise learning impact.
- Facilitate sessions and/or coaching, ensuring high-quality learning experience and the provision of feedback that optimises the student learning journey.

Product / Technical Knowledge

- Research and keep current with industry and technological advancements and trends and use these to ensure that innovative and effective learning solutions are developed.
- Develop deep understanding of London Business School and competitor offerings and use this knowledge to inform innovative and high-impact learning solutions.

Impact Assessment

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning solutions.
- Develop design recommendations to inform the continuous improvement of learning activities and ensure that London Business School continues to operate as a world leader in business education.

Supplier Management

- 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 provide feedback on performance to management. Take any necessary action based on feedback and escalate issue resolution when required.

Collaboration and Relationship Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning outcomes.

Financial Management

- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the cost-effective use of financial resources within budget.

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:

- Delivery of high-quality service in own area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.

- Projects/programmes delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in relevant programme performance.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Successful experience managing, developing & motivating a team.
- In-depth knowledge of business education/specialist area.
- Excellent analytical and problem solving skills.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

Staff	None
Budgets	
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