

# JOB DESCRIPTION

<b>Job Title</b>	<b>Career Coach</b>		
<b>Reports to</b>	<b>Head of Mid-Careers (MBA &amp; MiF)</b>		
<b>Department</b>	<b>Career Centre</b>		
<b>Job Family</b>	<b>Learning- Programme Management</b>	<b>Level</b>	<b>4</b>

## About the School

At London Business School we have a profound impact on the way the world does business. 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 purpose of Career Centre is to enhance the career prospects and outcomes of our students and alumni. We aim to inspire exceptional career management and engage with high quality employers. We develop the career skills of students and alumni, preparing them to take ownership of their career development whilst supporting them to do so with confidence. We also engage with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni. In summary, our role is to:

- Create and deliver a career skills curriculum
- Coach and advise students and alumni
- Provide access to a range of networking and career opportunities
- Provide career insights

Career Centre is composed of two student-facing teams: the Employer Engagement team and the Career Management team, covering Early Careers, Mid-Careers (MBA and MiF) and Leadership Programmes (EMBA and Sloan). Their work is underpinned and enabled by our Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student and alumni career outcomes, which are a key indicator and consequential driver of the success of any business school. Student and alumni career success drives heightened student interest, quality of student admission and engagement, 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.

The Career Management team, provides career coaching and career skills training to more than 2,000 students. This includes, among others:

~1,000 MBA students, studying full-time on a 15 to 21-month programme

~ 140 Master in Finance students (similar experience level to MBAs), studying full-time on a 12-15 month programme

~ 100 Master in Finance students (similar experience level to MBAs), studying part-time on a 2-year programme

Coaches in the Career Management team focus on a specific programme/ experience level while being interdependent and supportive of one another. As such, there are times when the focus of the team can switch flexibly across all programmes.

The MBA & MiF Careers team in particular focuses attention on the School's large population of mid-level experience MBA and MiF students (average 5 years of experience) and comprises a Head of MBA & MiF Careers, a MiF Career Lead, an MBA Career Lead, 2 full-time Career Coaches and 2 part-time Career Coaches (0.6 FTE).

Particularly at peak periods and to track student engagement and employment outcomes, the MBA & MiF Careers team is supported by other team members across the Career Centre team, as well as external career coaches.

### Job Purpose

As a key member of the MBA & MiF Careers team you will:

- act as a competent and informed coach and communicator, helping students make sense of their career development journey throughout their time with us;
- provide high levels of one-to-one coaching;
- design and deliver career skills workshops, ensuring these are closely linked to our online resources;
- work collaboratively with the Career Management team, Career Centre and school-wide colleagues to ensure students experience integrated and engaging career skills support;
- both independently and with other colleagues, lead on and project manage career initiatives.

### Key Areas of accountability and Key Performance Indicators (KPIs)

#### Coach students

- Assist students with exploring career goals, managing their career development, articulating their career narrative and navigating challenges in their tactical recruitment steps in one-to-one career coaching sessions (both face to face and online) and through email support
- Develop and maintain a high number of one-to-one student relationships
- Review and give feedback on students' CVs and Cover Letters
- Provide students with interview practice and feedback
- Advise on the output of self-assessment exercises, and on the wide range of learning opportunities and resources available across LBS

#### Contribute to the design and delivery of the MBA and MiF career skills workshops

- Contribute to the design of career skills workshops, to maximize the combination of our efficient online offering and our high-touch in-person offering
- Update and deliver innovative and engaging career skills workshops to high professional standards (includes presentations to large audiences, small group workshops, online webinars, Zoom and the School's Virtual Learning Environment), basing content on research as well as the wider team's combined experience

- Take a student's view of how they experience their career development throughout their time at LBS; work with colleagues across Career Centre and LBS to continuously improve our student experience

### **Engage MBA and MiF students and alumni**

- Reach out to, communicate with and engage assigned student groups on an ongoing basis
- Track student career goals, development progress and employment outcomes
- Maintain relations with key alumni, sourcing for guest speaker/panel and other networking opportunities
- Source content for regular newsletters/blogs/podcasts/videos that support the students' career development throughout their time on the programme

### **Develop and share labour market insight**

- Together with Employer Engagement team colleagues, collate, write and share labour market insight, employer information and student stories
- Further own market insight by attending sector specific development opportunities
- Attend on-campus recruitment events, including occasional evening and weekend sessions

### **Partner with stakeholders across the business school**

- Build active and collaborative partnerships with stakeholders across the school including Career Centre colleagues, students, MBA Programme Office, Admissions and Advancement and student representatives

### **Provide services to Career Centre and LBS**

- Together with colleagues, represent the Career Centre at Admissions and Alumni events, including occasional evening and weekend sessions
- Trial and suggest new technology and ways of working
- Lead and contribute to cross-departmental projects
- Any other duties assigned by your line manager

### **Knowledge /Qualifications/Skills/Experience required**

#### Required

- Ability to deliver a high volume of career coaching sessions consistently; experience in intense levels of one-to-one career coaching/guidance, particularly at mid-careers level; the ability to adapt your coaching approach to different needs
- Experience and understanding of MBA students, their typical motivations and the challenges they face as they embark on their careers. This can be from working in a business school or higher education institution, from working in recruitment and talent acquisition, from learning and development roles focused on the mid-careers talent, from own experience of an MBA programme or from working in roles typically targeted by MBA students
- Understanding of the industries and markets that LBS students target, including knowledge of recruitment processes, job profiles and career pathways. Passionate about companies, markets and the changing world of work
- The empathy and interpersonal skills required to help individuals navigate complex career decisions coupled with the drive to proactively engage and support MiF and MBA students as they embark on exciting career transitions across sectors and geographies
- Commitment to continuous quality improvement and a proactive desire to ensure a world-class end to end customer experience

- Collaborative team working mind-set; flexible approach to contribute to the wider work of the Career Centre
- Comfortable using CRM systems, Excel, PowerPoint, Word, MS Teams; Zoom

#### Desirable

- Experience of developing innovative and engaging workshops and training sessions, that support the students' career management would be an advantage. Knowledge of training delivery methods, including blended learning approaches, and ability to maintain high levels of energy even at peak delivery times
- Coaching, career guidance, CIPD or similar qualification or extensive coaching experience with professionals or post-graduate students is highly desirable
- Experience of working in a multicultural environment; sensitivity to employment differences between the UK and elsewhere; experience of key geographies that our students recruit into
- Marketing, communications or social media experience
- Project management skills
- Knowledge of databases and ability to manipulate and present data

#### Key Stakeholders

- Career Centre team
- MBA Programme Office, Advancement, Admissions
- Student Body and Student Clubs

#### KPIS

- Positive feedback from students, colleagues and stakeholders, in particular feedback from one-to-one coaching sessions and workshops
- Volume of coaching sessions and effectiveness of outreach for assigned student groups
- Relevant programme performance
- Strong cross team working relationships with key stakeholders
- Contribution to the successful delivery of career initiatives in a timely manner
- Champion change by role modelling the behavior expected from all colleagues and consider the impact of change on all processes, systems, processes and people to ensure appropriate steps are taken for successful implementation

#### Other

The role requires working from our London campus on one day per week at a minimum, with an expectation to be on campus more frequently during peak delivery periods (Aug to Oct, Jan to Mar).

**Date Updated**

May 2023