

JOB DESCRIPTION

Job Title	Learning and Development Coordinator		
Reports to	Associate Director, Learning and Development		
Department	People Team		
Job Family	Learning/ Business Services	Level	2

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 provides proactive advice and support to the School in order to help build an engaged workforce where all staff have the best employee experience in the way we recruit, work and lead.

The team comprises two key areas: Business Partnering and HR Centres of Expertise with deep technical knowledge for their respective area.

The People team works closely with SMT, Heads of Departments and their people managers, supporting them to deliver their business goals through enabling and empowering their people.

Job Purpose

This role sits within the Talent Team who are responsible for Talent Acquisition, Talent Management, Learning and Development and Employee Experience & Engagement. Our aspiration is to enable all staff to thrive at LBS.

The immediate purpose of this role is to co-ordinate and deliver excellent administration support to ensure a high impact offering to all staff which drives learning, growth, performance and engagement.

Key Areas of accountability and Key Performance Indicators (KPIs)

Staff Liaison

- Providing the first point of contact for all enquiries from staff and the wider People team, escalating requests when necessary in order to provide a timely and effective service
- Advising staff on available resources/ workable solutions for individual needs
- Liaising with third party suppliers, trainers, facilitators and coaches

Event Management

All L&D event management (virtual, in person or hybrid), including:

- Overseeing the coordination of the School's Orientation including, logistics, organising speakers and preparing materials.
- Delivering First Day Induction as well as co-delivering the School's Orientation and other onboarding networking events (virtual and in person when appropriate), to ensure the smooth onboarding of new starters
- Organising webinars and introducing speakers to large audiences
- Scheduling the annual diary of events, ensuring an even spread of activity, prioritised accordingly.
- Arranging venues, catering, facilities, layout and AV support for in person events and arranging and supporting Zoom set-ups for virtual events.
- Managing applications/sign-ups, waiting lists and invitations via itrent
- Maintaining course lists and following-up on non-attendees
- Ensuring pre-work, joining instructions and reminders are sent out in good time
- Preparing learning materials for events in advance
- Setting up on the day: arranging materials/AV, meeting and welcoming the trainers and ensuring they have everything they need including evaluation forms

- Being the first point of contact with trainers for logistics and other support

Communication

- Designing and planning comms in line with audience needs and the LBS tone of voice, across all learning initiatives using internal comms channels (Actito, Teams, information hub etc.)
- Creating and maintaining L&D pages on our LMS, Canvas and the People Hub. This includes keeping Learning Core and Manager Essentials up to date with new content.
- Promoting Learning and Growth opportunities via Teams, the Hub and other channels

Administration

- Responsible for e-learning administration on Canvas, LearnUpon and LinkedIn Learning
- Booking staff on internal and external learning opportunities, including short courses, further education, Executive Education and Degree Education opportunities and organising internal and external coaching sessions for staff
- Managing evaluation process for all events e.g. collecting feedback, analysing data and sharing insight to Talent team and external facilitators
- Providing high quality administrative support for Learning and Growth initiatives, projects and cyclical processes e.g. Enabling Performance and Growth

Record keeping

- Entering and maintaining L&D data on iTrent ensuring all information is up to date and correct
- Keeping mandatory e-learning records up to date to ensure School compliance and sharing records with key stakeholders e.g. Data Privacy and Information Security, Diversity in the Workplace, Anti Bribery, Prevent etc.
- Monitoring the School's compliance qualifications and ensuring re-qualification takes place before expiry (Health and safety for maintenance, first aid, fire warden, COSHH, Risk Assessment etc.)- Producing monthly activity reports and feedback which is then presented to the rest of the L&D team in our catch-ups, together with recommendations for improvement based on analysis
- Maintaining the list of preferred external training providers for both courses run internally and externally

Other responsibilities

- Undertaking individual and small team learning needs analysis to understand needs and recommend the best learning solutions to meet needs
- Processing invoices, making card payments and claiming expenses, dealing with queries when they occur
- Adding new suppliers onto procurement process

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Strong personal organisational skills and a keen attention to detail
- Comfort working with confidential data
- Good communication skills and the ability to work effectively with a variety of stakeholders at all levels across the School
- Confidence to introduce speakers, trainers and facilitators to large audiences
- Proactive approach to relationship development with colleagues
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity, ensuring creativity is applied to create compelling documentation
- Ability to manage competing demands, prioritise, meet / manage deadlines and work effectively under pressure
- Desire to continuously improve the standard and impact of our work
- Sound working knowledge of standard IT packages, systems and/or databases.

Resources including team management

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Staff	
Budgets	
Date Updated	14 June 2023