

# JOB DESCRIPTION

<b>Job Title</b>	<b>One Year MBA Career Lead</b>		
<b>Reports to</b>	<b>Head of MBA and MiF Careers</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 impact (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 has two student-facing teams: the Employer Engagement team and the Career Management team. Their work is underpinned and enabled by a Professional Development team. The Employer Engagement team is organized by sectors. The Career Management team is organized by students' experience levels: a) Graduate Masters b) MBA and MiF c) EMBA and Sloan programmes.

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 participation, ability to attract and retain the very best staff and faculty, 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 education to ~ 2,500 students:

- Graduate Masters students (pre-experience): MiM, GMiM, MFA and MAM programmes
- MBA students (average 5 – 6 years of experience): the flagship MBA programme as well as the newly introduced One Year MBA
- MiF (post-experience Master in Finance students): full-time and part-time programmes
- Leadership Programmes students: EMBA (London/Dubai) and Sloan programmes

The sub-teams in the Career Management team are interdependent and supportive of one another. As such, there are times when the focus of the team can switch between all programmes.

The MBA & MiF Careers team in particular focuses attention on the School's large population of mid-level experienced MBA and MiF students. It comprises an MBA Career Lead, MiF Career Lead, the newly created role of One Year MBA Career Lead, two full-time career coaches and two part-time career coaches. The team also draws on the support of external coaches and facilitators at peak periods and for specialist topics.

The MBA & MiF Careers team works collaboratively with other sub-teams in Career Centre, with student representatives, and with the relevant Programme as well as Student Recruitment & Admissions teams.

## **Job Purpose**

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

- work collaboratively with the Career Management team, Career Centre and school-wide colleagues to ensure students experience an integrated career skills curriculum;
- act as a competent and informed communicator, helping students make sense of their career development journey;
- design and deliver career skills development workshops;
- deliver high levels of personalized 1-1 and small group coaching sessions;
- both independently and with other colleagues, lead on and project manage career initiatives.

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

### **Oversee the One Year MBA career skills curriculum**

- Maintain a strategic overview of the One Year MBA career skills curriculum. Understand the student journey through the curriculum.
- Review and evaluate the career skills curriculum to ensure that learning delivery continually improves and meets students' current and anticipated needs. Collect and analyze participant feedback. Track student engagement with the curriculum
- Maximize the combination of our online offering and our high-touch in-person offering
- Responsible for tracking completion of mandatory elements of the career skills curriculum, assessing student performance on mandatory assignments providing individual feedback
- Ensure the career skills curriculum is curated and communicated accurately and compellingly to One Year MBA students and admits
- Work in partnership with our Professional Development Team, Career Coaches, Sector Advisors and external providers
- Design and deliver innovative and engaging career skills workshops to high professional standards

### **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

### **Engage students and alumni**

- Reach out to, communicate with and engage assigned students 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

### **Manage One Year MBA student representatives**

- Manage career reps, elected by their classmates to represent them for collaboration and communication with the Career Centre. This involves chairing regular group meetings, designing engaging group interventions and overseeing selected initiatives

### **Manage Career Centre communications to One Year MBA students**

- Partner with sub-teams across Career Centre to collate, write and share career and labour market insights with students
- Gather student and alumni case studies and profiles. Share these with students, admits and other stakeholders
- Attend on-campus recruitment events, including occasional evening and weekend sessions

### **Deputize for other Career Leads or Head of MBA and MiF Careers, when needed**

- If required, represent the MBA Careers team at events such as Student Townhalls or meetings with key internal stakeholders
- First point of contact for complex student queries and complaints, before passing on to more senior team members

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

- Build active and collaborative partnerships with stakeholders across the school including Career Centre colleagues, students, MBA Programme Team, 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

- Experience in intense levels of one-to-one career coaching, particularly at MBA level. Ability to deliver a high volume of impactful career coaching sessions consistently. Ability to adapt your coaching approach to different needs
- Experience of delivering engaging workshops and presentations for small to large size audiences with knowledge of training delivery methods
- Experience of designing innovative and engaging workshops and training sessions that support participants' career management
- Coaching qualification and membership of a professional coaching body
- Career guidance, CIPD or similar qualification or extensive career coaching experience with mid-careers professionals or post-graduate students.
- The empathy and interpersonal skills required to help individuals navigate complex career decisions coupled with the drive to proactively engage and support MBA students in their careers across sectors and geographies.
- Extensive 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 similar business school or higher education institutions, from working in recruitment or learning and development roles focused on the mid-careers talent or from own experience of an MBA programme
- 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
- 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 is an advantage
- Commitment to continuous quality improvement and a world class customer experience
- Project management skills
- Collaborative team working mindset with the adaptability to contribute to the wider work of the Career Centre
- Comfortable using CRM systems, Excel, PowerPoint, Word
- Experience with virtual learning environments, online coaching (mostly via Zoom)
- Desirable: Social media experience
- Desirable: Ability to review, analyse and present data

## Key Stakeholders

- Career Centre team
- Students
- Career Reps
- MBA Programme Team
- Student Recruitment & Admissions
- Alumni and Advancement

## KPIS:

- Student engagement with Career Centre
- Positive feedback from students, alumni, colleagues and stakeholders
- Role modelling of LBS behaviours expected from all colleagues
- Positive feedback from coaching sessions and workshops
- Volume of coaching sessions
- Contribution to the successful delivery of career initiatives

## Date Updated

January 2025