

JOB DESCRIPTION

Job Title	Recruitment and Admissions Officer, LBS Sloan MSc and EMBA-Global Programmes		
Reports to	Recruitment and Admissions Manager, LBS Sloan MSc and EMBA-Global Programmes		
Department	Degree Education		
Job Family	Relationship	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

Degree Education and Career Centre contributes to the School vision by:

- Attracting and selecting talent from around the World
- Creating an environment in which students can learn
- Maximising student and alumni career opportunities through developing their career skills and engaging with employers.

We aim to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre (DE&CC) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes. Programmes include the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and the University of Hong Kong Business School), the Sloan Masters in Leadership and Strategy, the Masters in Finance (fulltime and modular), the Masters in Management (MiM) and the Global MiM, the Masters in Financial Analysis (MFA) and the Masters in Analytics and Management (MAM). The degree portfolio represents over 60% of the School's revenues. A number of programmes are ranked in the top 10 by the Financial Times.

Job Purpose

The jobholder will play an important role in assisting with applications and operational running of the recruitment and admissions process for our LBS Sloan MSc and EMBA-Global programmes. The jobholder will also have responsibility in handling prospective students in the recruitment

pipeline prior to application. Due to the nature of our programmes, the role requires regular out of hours working which is managed across the team on a rota basis.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Recruitment

Customer Service

- Co-ordinate the recruitment of prospective students, through regular identification and personalised outreach to enquiries.
- Develop knowledge of London Business School offering and make initial match to prospective stakeholder needs.
- Act as the first point of contact within the team for prospective students and ensure that they are dealt with promptly to meet and exceed their needs and expectations.
- Conducting of candidate outreach and consultation, both in person and by telephone.

Administration

- Complete tasks in accordance with defined policies and procedures to ensure that a consistent, world-class service is provided to all clients and stakeholders.
- Management of CRM for both Recruitment and Admissions functions for the LBS Sloan MSc and EMBA-Global programmes.
- Support LBS Sloan MSc and EMBA-Global Programme teams with minor administrative tasks when needed

Analysis and Reporting

- Organise, upload into and monitor databases to ensure accurate recording against metrics to be used in the measurement of the team or department performance.

Collaboration and Support

- Work collaboratively with colleagues to help deliver team objectives and meet or exceed targets and metrics.
- Act as a point of referral for a specific programme to help to provide information to colleagues within the department.

Process Improvement

- Keep up-to-date with relevant London Business School offerings and make suggestions for improvements based on client and stakeholder feedback.
- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency and effectiveness.

KPIs:

- High-quality service provided to prospective students.
- Timely response to and resolution of enquiries.
- Contribution to the achievement of team targets.
- Accuracy and integrity of data in business systems.

Key areas of accountability:

Admissions

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School and providing stakeholders with the information and/or understanding they need to deliver an excellent service.

- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Analysis and Reporting

- Organise, upload into and monitor CRM systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Preparing statistics, profiles, and other data on each intake and during the admissions cycles using Excel.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.

• **Collaboration and Support**

- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.

• **Project Management**

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

• **Financial Management**

- Liaise with Accounts department to ensure that admit and first instalment payment are made in accordance to instalment plan
- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.
- First liaison point for payments and invoicing

• **Process Improvement**

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.
- As required to assist the Programme team to ensure a successful programme experience for students

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support and customer service provided to all stakeholders.
- Following-up incomplete applications and keeping applicants informed of their status
- Assisting in all aspects of the admissions process through to enrolment
- Production of high-quality materials.
- Being pro-active in following-up and building relationships with prospective applicants
- Up-to-date diary management and organisation of interviews
- Attending any recruitment activities as and when needed
- Leading on candidate consultations during Recruitment and Admissions cycles.
- 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 and Skills Required

- Undergraduate or equivalent.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience of working in a customer facing environment.

Resources including team management

N/A

Staff	N/A
Budgets	N/A
Date Updated	1 November 2019