

JOB DESCRIPTION

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| Job Title | Admissions Associate | | |
| Reports to | Senior Manager, Delivery Experience | | |
| Department | Executive 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

Executive Education designs and delivers impactful learning solutions for organisations, that enable their people and teams to take action, transform and grow themselves and their business. This includes an extensive portfolio of in person, blended and online programme titles delivered from our campuses in London and Dubai and customised blended programmes delivered around the world.

Programmes are targeted at middle and senior executives, as well as high potential early careers and board level directors.

Executive Education has ambition growth targets in the next five years, accounting for an important proportion of the School's total revenue. It is a key part of the School's future strategic and growth plans.

Job Purpose

The key purpose of this position is to provide support in the admissions process for the sales team and to process individual applications resulting in participants' attendance on a programme.

The Admissions Associate is a vital part of the application process and continually contributes to its improvement.

The postholder will have responsibility for ensuring that the Admissions CRM system and School Database are up-to-date and accurate, and that all administrative requirements for the smooth operation of the Admissions function are completed to a high standard.

These administrative functions include (but are not limited to):

- CRM data entry
- Generating CRM reports
- School database entry and management
- Inbox management and answering candidate enquiries by email and phone
- Financial management including generating invoice requests

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Customer Service

- Act as a point of contact within the team for participant enquiries and ensure that they are dealt with promptly to meet and exceed their needs and expectations.
- Respond to candidate queries by phone, email and in person as needed.
- Able to adapt communication style to a range of key stakeholders, including those of diverse and different cultural backgrounds.

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.
- Proactively maximise conversion of client applications to paid participants.

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.
- Draw on information from databases to produce standard reports to support decision making within the department.

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 less experienced colleagues to help to resolve issues within the department.

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

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.

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 service provided to participants and stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Meeting or exceeding targets and metrics.
- Contribution to the achievement of team targets.
- Up-to-date diary management.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- Excellent customer service skills.
- Experience of working in a customer-facing environment.
- A self-starter, with a proven track record of delivering against Key Performance Indicators or metrics.
- Excellent written and verbal 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 and stakeholders.
- 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 in standard financial management processes. Possess an interest in higher education and student recruitment.

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| Staff | N/A |
| Budgets | N/A |
| Date Updated | 14th January 2022 |