

# JOB DESCRIPTION

<b>Job Title</b>	<b>Leadership Career Coach</b>		
<b>Reports to</b>	<b>Head of Leadership 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

Career Centre enhances 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 Graduate Masters, 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 2,400 students. This includes, among others:

**~500 EMBA students**, studying part time on a 21-month programme 2x intakes in London (September and January start), 2x intakes in Dubai (September and January start EMBAL (2Y -

70) (1Y - 105) Total 175; EMBAD (2Y -88) (1Y - 106) Total 194, and 1x intake Global delivered with Columbia University (May start); EMBAG (2Y -46) (1Y - 53) Total 99

~ **38 Sloan Leadership students**, studying full-time on a 12-month programme (December Orientation/January start)

~**88 MiF PT** (2Y -49) (1Y - 39)

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 Leadership Careers team in particular focuses attention on the school's population of senior executive experience EMBA students (average 12-14 years of experience) and Sloan (18 + years' experience). It comprises a Head of Leadership Careers, an EMBA Career Lead, and a Leadership/Working Professionals coach that works across EMBA (redesigned for Sept 25 intake) and Sloan (proposed research stream to be added in 2025).

This role would also be supporting working professionals on the MIF PT, a cohort of ~40 first year and ~40 second year part time post experience (average 6 years) Finance students.

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

## Job Purpose

As a key member of the Leadership Careers team, you will:

- Provide expert career coaching and clear guidance to support students' career development.
- Deliver high-quality one-to-one coaching.
- Design and deliver career skills workshops aligned with student needs, online resources and LBS Career Impact framework.
- Collaborate with alumni, careers, and school-wide teams to ensure integrated career support.
- Lead and project-manage career initiatives independently and with colleagues.

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

### Coach students

- Assist executive and MIF PT 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 marketing materials
- 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
- Provide strategic input to the team for new initiatives in one-to-one and group coaching

**Contribute to the design and delivery of the Leadership and Carousel career skills learning**

Contribute to the design of career skills workshops, to maximize the combination of our efficient online offering (Career Portal), Carousel sessions (online) and our high-touch in-person offering both in London and Dubai as well as online content for blended learning:

- 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 an executive/working professional 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
- Share expertise on career skills topics with an executive lens when developing online content
- Liaise with Alumni Career Centre on relevant learning opportunities they offer that can be opened up to Leadership Programme students and communicate those to student groups

### **Engage EMBA, Sloan and MiFPT students and alumni**

- Reach out to, communicate with and engage student groups on an ongoing basis
- Track student career goals, development progress and employment outcomes (Sloan); longitude studies for PT programmes
- Act as a bridge between Leadership programmes and Alumni Career Centre to share information, resources and support through monthly meetings
- Maintain relations with key alumni, sourcing guest speaker/panel and other networking opportunities
- Source content for regular communication through PO 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 executive talent labour market insight, employer information and student stories
- Further own market insight by attending executive talent development opportunities and conferences
- Attend and assist with events, including Thursday night spotlight sessions and Middle East Executive Talent forum, which means 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, EMBA and Sloan Programme Offices, Recruitment & Admissions, Advancement and Student Association representatives. Support MiF Career initiatives that include part-time students.

### **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

- Strong empathy and executive-level coaching expertise, with a proven ability to deliver high-volume, one-to-one career coaching and adapt approaches to support EMBA, Sloan and MiF PT students through complex, global career transitions, including acceleration and entrepreneurship.
- Experience working with executive and professional-level students, with a strong understanding of their motivations and career challenges – gained through business schools or higher education, recruitment or talent roles, executive learning and development, personal experience of executive programmes or roles aligned with executive-level careers.
- Coaching, CIPD or similar qualification or extensive coaching experience with senior level professionals.
- Understanding of the industries and markets that LBS executive students target, including knowledge of recruitment at that level, job profiles, headhunters, and career pathways. Passionate about companies, markets, and the changing world of work
- Ability to maintain high levels of energy even at peak delivery times
- 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
- Flexibility to accommodate delivery for working professionals

## 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
- 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

- Head of Leadership Careers (manager)
- MiF Career Lead (collaborate with on PT programme)
- Career Management team and wider Career Centre team
- EMBA and Sloan Programme Offices, Advancement, Admissions
- Student Body and Student Clubs

## KPIS

- Student engagement with managing their career (% students accessing coaching, % attendance rate for workshops, effectiveness of outreach and data collection, % newsletter opening rates)
- Service quality to students "world class" (Coaching feedback, % of notes completed, student feedback on workshops, contribution to successful delivery of career initiatives in a timely manner)
- Employment outcomes & reporting (reporting rate, outreach, outcomes)
- Alumni engagement & Global insights (using alumni voice in workshops, unique LBS insights e.g. nontraditional paths or international experiences captured and shared)
- Competent, collaborative and inspired team (Supervision/CPD attendance, conferences, shared learning, feedback on behaviours)
- Strong cross team working relationships with key stakeholders and other Career Management team members

- 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**

This role requires working from our London campus two days per week at a minimum, with an expectation of being present on campus more frequently during peak delivery periods. This role also requires regular travel (4-6 trips each year) to Dubai in rotation with the rest of the team as well as weekend and occasional out-of-hours work.

**Date Updated**

April 2026