

JOB DESCRIPTION

Job Title	Resource Scheduler		
Reports to	Director, Resourcing Strategy & Management		
Department	Executive Education		
Job Family	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 Executive Education department nurtures longstanding relationships with the world's leading global corporations. As their trusted learning and transformation partner, they design and deliver learning solutions that enables their people and their business to transform and grow. Executive Education's products and services include a portfolio of over 30 open programmes and over 70 blended custom programmes. Annually, over 10,000 participants attend executive programmes that are led by many of the world's leading business thinkers. The Executive Education department generates circa a third of London Business School's revenues and is central to the School's strategy.

Executive Education programmes are delivered by world class programme teams, consisting of staff, faculty and an Ecosystem of Global Learning Partners.

Job Purpose

Responsible for the matching, scheduling, and contracting of Faculty and Learning Partners to Executive Education programmes, ensuring that the selection is based on best fit for the programme, resulting in the best client experience.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of Accountability:

Engagement

- For new proposals, this role will liaise with the Bid Team to match and allocate a Solution Architect.
- For new custom programmes, this role will liaise with Client Directors (CD) to match and allocate a Programme Director (PD), then work with the PD to understand the requirements and recommend suitable Learning Partners based on their respective experience and availability.
- For existing custom programmes, this role will liaise with the PD and Senior Account Managers (SAM) to progress the resourcing of the programme dates to assign the resources appropriate for the programme.
- For Open programmes, this role will work with the Open team to understand the requirements and recommend suitable Learning Partners based on their respective experience and availability.
- Understand the needs of the respective programmes.
- Regularly keep informed key stakeholders of the status of the resourcing.
- Manage expectations with the Learning Partners working with the Director, Resourcing Strategy & Management, including identifying risks and conflicts.

Scheduling and Allocation

- Optimal scheduling of Learning Partners to programmes, based on the best fit for the programme and availability of the Learning Partner.
- Exceptional knowledge of the Learning Partners (availability, individual skills and experience) to ensure sensible suggestions are proposed to the Resourcing Team.
- Timely and effective adjustments to programme allocations in response to unexpected events and changes.
- Working with Procurement to set up new Learning Partner requests follow the process.
- Contract all Learning Partners and issue Purchase Orders in a timely manner. Ensure tracking system is in place and maintained for status updates.

Financial Management

- Purchase Order management from raising Purchase Orders through to tracking approvals, payments and invoicing with the providers.

Data Entry & Reporting

- Tracking and reporting of all Learning Partner resources, including availability and allocation.
- Monthly reporting on Learning Partner allocations and utilisation.
- Smooth, efficient forward planning of Learning Partner allocations based on programme pipeline.
- Use data to identify resource gaps and highlight risks.
- Ensure systems and tools are consistently up-to-date and accurate.

Stakeholder Communication

- As the Learning Partner's point of contact, ensure prompt and professional communication at all times.
- Ensure regular communication with Programme Teams to confirm and provide updates with regards to Learning Partner allocations.

KPIs:

- Learning Partners confirmed within 20 working days (or as agreed) of request, minimal late changes.
- Utilisation targets by resource type met.
- Client and programme feedback.
- High-quality support service provided to all stakeholders.
- 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

- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- 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 in standard financial management processes.

Date Updated

09/02/2023