

# JOB DESCRIPTION

<b>Job Title</b>	<b>Relationship Manager, Technology &amp; Media</b>		
<b>Reports to</b>	<b>Head of Technology &amp; Media Sectors</b>		
<b>Department</b>	<b>Career Centre</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</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 is part of a wider team incorporating Degree Programmes and is known as Degree Education (DE), reporting to the Associate Dean. Career Centre comprises:

- Employer Engagement Team;
- Career Management Team;
- Operations/Events support;
- Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student & alumni career outcomes, which are a key indicator and consequential driver of the success of any business school. Student & alumni career success drives heightened student interest, quality of student admission as well as further engagement with fast-growing and blue-chip companies and, thus, further student & alumni career success. Career Centre inspires and supports students & alumni to maximise their career potential through the provision of a market-relevant career curriculum and engages with organisations to understand their talent needs, as well as facilitate

recruitment and networking opportunities between employers and our students & alumni.

The Employer Engagement Team focuses on building a pipeline of effective relationships with companies to deliver career opportunities to our students and alumni, as well as providing insights in to the labour market to students and colleagues. We welcome over 200 companies to campus each year through a variety of events and also host over 4500 jobs on our job board each year. Staff are also regularly meeting with students to help them understand and explore career paths in to specific sectors.

## Job Purpose

The Relationship Manager will:

- Alongside the Head of Technology & Media and the Sector Lead, FinTech, lead on business development in relevant sectors to build and maintain relationships between London Business School and external companies, encouraging engagement and increasing job opportunities for candidates
- Support companies with their talent needs by advising on recruitment timelines/methods and ensuring that job postings and on-campus activities are managed effectively
- Share insights on sectors under management, to drive student learning and interest in Technology career pathways

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

### Business development/Relationship Management

- Lead on business development for the HealthTech and ClimateTech sectors and develop a portfolio of active accounts that yield opportunities and insights for students
- Represent Career Centre and the School externally to employers, attend relevant industry events and build a network of professional contacts to become embedded in the sectors under management
- Support the Head of Technology & Media in maintaining and building business relationships within firms across the rest of the sector (including but not limited to: Information Technology, e-commerce, FinTech, FoodTech, PropTech, EdTech, Media, Telecommunications and Venture Capital) to encourage engagement across our programmes
- Partner with the Events & Operations team to plan and manage on-campus recruitment activity with companies, including the delivery of networking events (i.e., career fairs) for the Technology sectors and support the running of cross-sector fairs.
- Respond quickly and effectively to client queries, ensuring job postings are accurately posted

### **Market Research, Analysis and Reporting**

- Research the employment market and industry performance to identify potential target companies for business development activity
- Manage and update recruitment statistics, helping identify trends and changes that have wider implications for the strategy of Employer Engagement and Career Centre as a whole
- Ensure that the Career Centre CRM system is leveraged to make decisions regarding current and planned initiatives

### **Labour Market Insights**

- Identify and monitor sources of market intelligence, including employment reports for competitor schools, professional networks, trade bodies etc.
- Share expertise and insights on the Technology sector through presentations, workshops and resource creation, to drive student learning and interest in Technology career pathways
- Develop and maintain up to date content on relevant sectors for student Career Portal

### **Collaboration and Stakeholder Management**

- Maintain relationship with relevant Peer Leaders (student coaches with experience in the sectors)
- Act as an advisor to student clubs to guide activity and ensure a continuity of coverage with key accounts
- Provide expertise and logistical support for relevant student-led treks and recruitment fairs locally and globally

### **Knowledge/Qualifications/Skills/Experience required**

- Experience in business development and a passion for customer relationship management – you love to get out there and meet people and learn
- An ability to quickly become an expert in the sectors under management and the 'go to' person for stakeholders across the School
- Interest in working in a "value" generating business as opposed to revenue generating business – believe in the impact of higher education and adding value to the student experience
- Self-starter, able to work independently to develop and deliver against business plan
- Proficient in handling and analysing data
- Excellent interpersonal, teamwork and communication skills – will need to be an ambassador for the School internally and externally
- Comfort with ambiguity

<b>Staff</b>	N/A
<b>Budgets</b>	N/A
<b>Date Updated</b>	15 Nov 2023