

JOB DESCRIPTION

Job Title	Manager, Experiential Learning (London Applied)		
Reports to	Senior Manager, Experiential Learning (London Applied)		
Department	Degree Education & Career Centre		
Job Family	Learning	Level	3

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 and faculty can teach
- Maximizing student and alumni career opportunities through developing their career skills and engaging with employers.
- We want to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes, which includes 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 HKU), the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and modular), the Masters in Management and Global MiM (MiM) and the Masters in Financial Analysis (MFA). The degree portfolio represents over 50% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times.

Job Purpose

Increasing its presence and relationships within and outside the UK is a key priority for the LBS as a global business school. This position will support and help lead the sourcing and management of a portfolio of London-based in-company project/consulting engagements and contribute to the expansion and diversification of the London-based experiential programme portfolios. The core components of this portfolio are known as the London Business Challenge Week, LondonCAP and LondonLAB programmes. These courses capitalise on our connections to the London business community and enable students to apply and integrate the knowledge from their Core curriculum to business challenges at leading companies in London across a range of different sectors through extended project engagements.

This portfolio will be fully integrated and aligned with the School's Mission and will drive many of the School's major experiential learning initiatives.

The post holder will report to the Senior Manager, Experiential Learning and will be responsible for supporting the development and delivery of a range of London-based programmes, working closely with other members of the Global Experiences team, the Programme Offices of the relevant degree programmes, the faculty, the Career Centre team, the Advancement team, and other internal and external stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Relationship Management

- Contribute to the development of recruitment /engagement plans for potential client partners providing information to enable efficient and effective planning that meets area/ departmental objectives.
- Act as a key liaison for clients and stakeholders to build relationships and promote the School's offerings with the target group.
- Apply knowledge and exercise judgement to diagnose client and stakeholder needs and match them to the right London Business School offering.
- Utilise knowledge of client/stakeholder needs to produce materials, in accordance with guidance from more senior colleagues, to be used to create a narrative and increase engagement.
- Manage client issues and concerns to achieve the best possible outcome for the client and the School.

Planning

- Contribute to the development of operational plans for the area, providing information to enable efficient and effective planning that meets area/departamental objectives.

Programme Delivery

- Plan and deliver a range of London programmes in accordance with well-defined processes, and contribute to more complex projects with guidance from Senior Manager and Head of Experiential Learning to ensure the successful delivery of programmes.
- Create policy documents, course information and/or best practice guides, liaising across teams to gather data and ensuring that guidance and regulations are kept up-to-date and contribute to the delivery of high-quality learning interventions.

- Oversee the accurate production of and updates to learning materials across all channels to support the delivery of programmes.
- Support the review and evaluation of designated programmes to ensure that delivery remains at the highest possible quality.
- Drive the completion and maintenance of standard processes to ensure efficiency and consistency across programmes.
- Monitor the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.

Student/Participant Experience

- Support and co-ordination and delivery of world-class learning experiences for stakeholders.
- Manage the efficient and timely distribution of information to students/ participants/stakeholders using the most effective form of communications.
- Support the development and delivery of feedback activities that contribute to learning enhancements and the continuous improvement of student/ participant/ stakeholder experiences.

Scheduling/Resource Management

- Help to ensure that all scheduling and timetabling activity is as efficient as possible, liaising across teams to ensure that all needs are met effectively.
- Provide support to faculty, team members, and colleagues within area, ensuring the timely provision of information and resources.

Analysis and Reporting

- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and/or cost of learning interventions.
- Undertake data analysis, developing recommendations to inform planning and decision making to create a more effective student/participant experience.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision making.
- Conduct research to identify prospective clients or stakeholders, and plan/deliver subsequent approaches/outreach plans with senior colleagues.

Supplier/Contract Collaboration

- Help monitor and guide the quality of work delivered by third-party suppliers and agencies against service level agreement to ensure it is to the required standard.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of intelligence, identifying new opportunities and the development of high-impact learning experiences.
- Provide specialist information and guidance across School departments as necessary.

Financial Management

- Monitor and review financial activity for own area to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Development of relationships with current and prospective clients and stakeholders.
- Excellent stakeholder engagement skills.
- Exceptional understanding of customer service.
- Contribution to the successful delivery of high-quality London programmes.
- Programmes delivered on time, on budget and to quality standards and targets.
- Area/team compliance with necessary regulations/processes.
- Timely and robust co-ordination of all internal and external resources.
- Production of high-quality reports, with the identification of trends and issues.
- Improvements to processes and procedures for London programmes.
- Development of relationships within and outside the team.
- Positive feedback from students, colleagues and other stakeholders.
- Excellent project management skills.
- Excellent communication and presentation skills.
- Good negotiation / influencing skills.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Excellent stakeholder engagement skills with experience of effectively working with a large range of different internal and external stakeholders.
- Experience of using software related to own team or department to extract, analyse and report on data.
- Exceptional project management skills, including meticulous attention to detail.
- Strong ability to source and manage a portfolio of clients.
- Strong analytical and problem-solving skills.
- Demonstrable knowledge of business education and/or London business issues.
- Sound understanding of post- study employment trends is desirable, but not essential.

Resources including team management

Line management of 1 administrator.

Staff	1
Budgets	N/A
Date Updated	11/07/2023