

JOB DESCRIPTION

Job Title	PA & Team Coordinator		
Reports to	Helen Kerkentzes		
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

Executive Education designs and delivers world-class management and leadership development programmes including a portfolio of over 30 open enrolment programmes for individuals, and customised programmes for global client organisations. With an annual turnover of £40 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's future strategic and growth plans.

Job Purpose

The Personal Assistant and Team Co-Ordinator is the key right-hand person for the Associate Dean to help support them in their role, leading the Executive Education division to achieve its strategic objectives. This role is key to prioritising the Associate Dean's time, ensuring they are well prepared and organised, have necessary papers, support with meetings, presentations and briefings and business and engagement comms with Exec Ed and wider School community.

The role also supports in organising department wide Townhalls, events and other projects.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Diary Management

- Forward planning of Associate Dean's diary. Actively manage the Associate Dean's time, ensuring accurate diary management and that the Associate Dean has clear sight of what the priorities are for the day/week/month and prep all materials in advance.
- Act as professional, welcoming but robust gatekeeper for Associate Dean's time and attention-through understanding strategic and operational priorities.

Primary Point of Contact for Associate Dean's Client-related activity

- Ensure the Associate Dean is fully prepared for all client meetings, including research, drafting presentations, follow up and accurate recording of client status on CRM/Salesforce etc.
- Meet and greet visitors, ensuring they receive a first-class, professional and welcoming first impression to the School and to Executive Education.

Meeting Support

- Support Associate Dean in all internal and external meetings. Provide support with planning, agenda preparation, presentations, note-taking, av support, action planning and follow up comms, booking venues, catering etc.
- Work with colleagues on client-related events hosted or attended by Associate Dean. Support him with any event follow-up.

Employee Comms & Engagement

- Manage all Associate Dean comms channels, e.g. Yammer, presentations, weekly email updates, formal comms/announcements, Town Hall, School meetings etc.
- Take the lead on monthly Town Hall meeting planning, from agenda, venue booking, presentation support.
- Work with Executive Education Leadership Team and Senior Management Team on comms to staff from Associate Dean and leadership team.
- Support Associate Dean and wider leadership team to join up and plan employee engagement initiatives e.g. Exec Ed team days, Town Hall, social events.
- Work with Office Manager on annual comms plan. Seek advice and guidance from internal comms re messaging, templates and best practice channels etc.
- Support Office Manager with on-boarding new staff members.

Travel & Expenses

- Successfully organise all Associate Dean's travel arrangements for business trips in a timely manner, in line with requirements and within budget.

Project Management

- Provide support to Associate Dean on small projects to support planning and implementation; sometimes taking the lead on defined project activities.

Collaboration & Stakeholder Management

- Develop excellent relationships with Exec Ed, cross School and external colleagues/stakeholders, especially the Dean's office, Governing Body, SMT, SACs and Faculty, Management Board, Clients, Contributors etc.
- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile.
- Collaborate with business support colleagues to ensure Exec Ed leadership and management teams are effectively supported during peaks/troughs/holiday etc.

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.
- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

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:

- Delivery of high-quality service in area.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience is desirable.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.

- Positive experience of working within a customer-services orientated environment.
- Budget management experience preferred.

Staff	
Budgets	
Date Updated	