

JOB DESCRIPTION

Job Title	Associate Director, RFO		
Reports to	Director, RFO		
Department	Research and Faculty Office		
Job Family	Business Services	Level	5

About the School

At London Business School our vision is 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 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 business and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for professional leaders of the future, we run open and customised executive courses for professional 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 Research and Faculty Office plays a key role at the School in helping to deliver excellence in both teaching and research.

The department provides the following services for faculty:

(a) Faculty support:

Provision of a professional and proactive human resources service for faculty. This includes managing the School's teaching point system and the operation of Appointments Committee and Faculty Board. It also supports the subject areas through the management and guidance of subject area managers (7) and their teams. The Subject Areas work closely with Faculty, Degree Education and RFO colleagues to ensure the delivery of high quality teaching and research activities.

(b) Research support:

It offers a range of services to support faculty in their research. It includes managing internal research funding; providing an interface with external research grant-funding bodies and assisting faculty in obtaining funds from them; the provision of the

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behavioural lab service; and through its research committees provides oversight of the research institutes and centres and of research ethics.

(c) Managing the PhD programme;

The School runs a PhD programme across all of its subject areas whose mission is to educate excellent researchers who will be sought after by leading business schools, universities and research institutions around the world.

Job Purpose

The Associate Director, RFO will support the Director, RFO in providing overall strategic and operational leadership of the Research and Faculty Office and may be required to deputise for her across its functions. They will contribute to the operational strategy for the department and take ownership of a number of key departmental activities including headcount and budget management and will represent the department on Management Committee, the body responsible for ensuring the effectiveness of operations across the School.

They will be a member of the RFO senior team, working closely with colleagues to provide an excellent service to faculty. They will be expected to work collaboratively across the department and with other departments of the School, especially the People and Finance Teams; and take the lead for RFO on a range of internally- and externally-driven projects.

The individual will lead and manage the Subject Area Managers (7) who support their Subject Area Chairs in the delivery of key activities through teams of faculty assistants.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of the Research and Faculty Office's corporate plan to enable the realisation of the School's five-year plan and overall vision.
- Develop and lead the implementation of plans across the department to support the achievement of wider departmental/organisational goals as needed.

Partnering and Service Delivery

- Partner with the Director, RFO, the Deputy Dean (Faculty) and Subject Area Chairs to understand their strategic goals and provide guidance and support to facilitate effective decision-making.
- Lead and manage Subject Area Managers to ensure delivery of key activities within their Subject Areas.
- Provide professional advice and guidance, sharing expertise and information to support effective decision-making.

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- Work closely with the Technology business partner to ensure support and quick resolution of technology- related needs from RFO.

Analysis and Reporting

- Analyse key themes from a wide range of data sources in order to identify issues and how different scenarios may impact upon the Research and Faculty Office and the delivery of its services.
- Produce reports, or oversee the production of reports, to be used in the decision-making process.

Compliance

- Working across the department, lead the creation of RFO and SA policies and procedures as required and help embed them across the School.
- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.
- RFO GDPR lead: ensure erasure requests, data retention, transfer, DPIA, and ROPA are completed on time and to required standards.

Collaboration and Relationship Management

- Develop and manage ongoing relationships with partners and key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.
- Represent the RFO in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Project Management

- Manage projects in RFO or contribute to cross-School projects, to help achieve projects objectives.

Financial Management

- Take the lead in managing RFO and SA budgets for the department to ensure effective cost control, planning, forecasting, and monitoring is in place

Process Improvement

- Use management information as appropriate to recommend new/enhanced policies to support business improvement.
- Contribute to the development of new/enhanced policies, processes, solutions and systems.

People Management

- Translate the RFO's vision into a meaningful purpose for Subject Area Managers and their teams and inspire them to achieve it.

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- In collaboration with Subject Area Chairs, develop appropriate culture through role modelling the School's values, setting behavioural expectations and supporting team wellbeing.
- In collaboration with the People Team, identify development needs, develop plans and create/promote learning opportunities for Subject Area Managers to enable them to perform well and have high impact in their current role as well as preparing them for appropriate carer progression.
- Ensure Subject Area Managers and their teams are aware of and comply with all relevant policies and procedures.
- Manage performance/achievement/engagement to ensure Subject Area Managers achieve individual priorities and collaborate effectively with others to achieve wider School goals.
- Role model, encourage and enable collaboration to ensure high levels of engagement and collective achievement of goals.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.
- Partner appropriately with stakeholders within the School to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders and especially with Subject Area Chairs.
- Excellent stakeholder feedback.
- Development of high-quality policies and processes.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in department operational delivery, across the department and especially within subject areas.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Extensive experience in the higher education sector
- Professional qualification or equivalent experience.
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence.
- Experience of managing internal relationships at all levels.
- Highly structured and organised with strong interpersonal skills and resilience.
- Strong analytical and problem-solving skills

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- Demonstrable credibility and a network of contacts in the higher education sector.
- Subject matter expert in legislation, policies, tools or systems applicable to own area of specialism.
- Project or change management certification and experienced in leading and implementing complex business change solutions.
- Broad understanding of each of London Business School's activities and offerings.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

Resources including team management

- Overall responsibility for managing the department's budgets
- Overall leadership of a team of circa 35 professional staff in Subject Areas.

Staff	7 Subject Area Managers
Budgets	
Date Updated	21.5.2026