

JOB DESCRIPTION

Job Title	Coordinator, Contributor Community		
Reports to	Director, Contributor and Supplier Community		
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 designs, markets and delivers a portfolio of over 30 open programmes, as well as custom programmes designed specifically for corporate clients to support their learning and professional development strategy. Annually, over 8,000 participants attend executive programmes that are led by many of the world's leading business thinkers. The Executive Education department generates 35% of London Business School's revenues (c. £35 million) and is central to the School's strategy.

Executive Education programmes are delivered by programme teams, consisting of a Client Director (relationship management and commercials), a Programme Director (programme design and impact) and a Programme Manager (project management and logistics).

Job Purpose

The purpose of this role is to provide coordinator & administrative support to Contributor Management Team for the management of Executive Education's contributors, in particular the extensive Coaching community.

Key Areas of accountability and Key Performance Indicators (KPIs)

Contributor Management Support & Administration

- Support the efficient and professional production, distribution, collection and storage of contract documents, which meet internal guidelines and external regulations
- Maintain policy documents and best practice guides to support the recruitment & engagement of external contributors
- Co-ordinate interviews, events and activities such as workshops or conferences, anticipating and meeting practical participant and stakeholder needs.
- Provide a first line contact service to Contributors & Colleagues, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution

Analysis & Reporting

- Organise, upload into and maintain databases, records to ensure up to date, accurate information, and data recording that enables efficient service delivery to stakeholders
- Collate information to produce regular standardised management reports, including the monthly & annual Teaching Points reports and the quarterly Evaluation report.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.

Collaboration and Support

- Liaise as required across the School, in particular with counterparts responsible for Coaches in Degree Programmes to ensure efficient information exchange and the smooth delivery of activities enabling an excellent stakeholder experience.

Financial Management

- Accurately process Purchase Orders and Invoices and input data into systems to support the tracking of team/department budgets.

Process Improvement

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

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPI's

- High-quality support service provided to contributors, colleagues and stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Timely availability of materials and supplies.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.

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.
- 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