# JOB DESCRIPTION

| Job Title | Learning Innovation Manager | | |
|---|---|---|---|
| Reports to | Associate Director Learning Innovation - Design | | |
| Department | Learning Innovation | | |
| Job Family | Learning | Level | 4 |

## 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 mind-set. 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

**Learning Innovation uses research and experimentation to enrich the teaching and learning experience across our School. We seek to:**

- Collaborate with faculty in the innovation and experimentation in teaching and learning.
- Develop a common understanding and approach to learning for the School
- Enrich the teaching and learning experience through use of learning technologies
- Embed learning innovation within the School through an ongoing change programme

## Job Purpose

To develop the delivery of degree and executive education programmes in relation to blended learning with a focus on learning design that incorporates learning and teaching theories. Working with Faculty and Fortune Global 500 companies to explore ideas and concepts around innovative delivery, and manage projects to deliver on these designs.

You will enthuse and excite, prototype and commission products to deliver a best in class digital and blended learning experience. To succeed you will obsess about good learning design, have an insatiable curiosity for new technology and the eagerness and practicality to deliver compelling quality designs and prototypes to short deadlines.

You will also:
- Lead on the design and production of a portfolio of learning solutions
- Lead on discovery, development, and implementation of new teaching and learning processes and technologies
- Lead and coordinate a range of activities centred on sharing and promoting effective educational practice across the School.
- Act as an expert resource for the team and business
- Lead large/complex projects to ensure successful learning outcomes within budget and to quality standards and targets
- Provide training, guidance and advice to faculty to maximise the impact of their teaching
- Develop and design recommendations that help us to improve our learning activities
- Carry out evaluation of blended learning projects and disseminate the results internally and externally.
- Work with internal and external stakeholders including Degree Education, Executive Education, Faculty and contractors to develop the best learning objectives and outcomes
- Contribute to curriculum and course design with programme teams
- Contribute to the development of a wider departmental strategy that ensures we achieve our goals
- Stay up-to-date with educational research and implications for the use of learning technologies
- Manage project related budgets and responsibility for maximising cost-effectiveness

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

**Key areas of accountability:**

**Strategy and Planning**

- Contribute to the development of the strategy for the Learning Design team, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.
- Demonstrate efficient and effective time management in all areas of responsibility.

**Learning Design and Delivery**

- Project Manage large/complex projects to ensure delivery within budget and quality standards
- Explore, evaluate, recommend, and introduce new processes and technologies in line with specific business and learning needs.
- Impact, influence and coach faculty and staff on the use of value-adding processes and technologies
- Develop solutions and improvements to complex problems
- Lead on the design of learning assets, to ensure successful learning outcomes within budget and to quality standards and targets.
- Lead activities to understand and assess learning needs, ensuring that findings are communicated effectively to relevant stakeholders, and inform the design of learning interventions.
- Research and keep up-to-date with advancements within digital learning to ensure that leading thinking and technologies inform learning.
- Design learning solutions and materials, in line with London Business School and wider learning good practices, which enable a high-impact learner experience.
- Collaborate with stakeholders and contractors as required to integrate new learning solutions as appropriate to maximise learning impact.
- Optimise and elevate the use of existing resources, teaching and learning processes and technologies
- Develop, share and champion best practice in teaching and learning
- Provide consultative and project-based support across the business

**Product/Proposition/Technical Knowledge**

- Develop expertise in London Business School's teaching and learning capabilities and technology portfolio
- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective learning solutions are developed.
- Develop deep understanding of London Business School and competitor offerings and use this knowledge to inform innovative and high-impact learning solutions.

**Impact Assessment**

- Undertake continuous assessment of own solutions and modify and adjust as needed
- Develop design recommendations to inform the continuous improvement of learning activities and ensure that London Business School continues to operate as a world leader in business education.

**Collaboration and Relationship Management**

# JOB DESCRIPTION

- Represent the team to colleagues, stakeholders and cross-School groups. Lead, initiate and maintain cross-department working, spotting and initiating opportunities to collaborate for best learning outcomes.

**Financial Management**

- Carry responsibility for a specific budget (project related), fulfilling financial management requirements and ensuring the cost-effective use of financial resources within budget.

**Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and considers the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

## KPIs:

- Delivery of high-quality service in our area of specialism.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- Managing timescales and quality of work allocated to, and delivered by third-party contractors and agencies.
- Projects/programmes delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in relevant programme performance.

## Knowledge/Qualifications/Skills/Experience required

- A bachelor's degree is desirable.
- Ability to engage effectively at different institutional levels to enable changes in practice that positively impact on student learning.
- Up-to-date knowledge of Ed Tech, ideally within the UK HE Sector and relevant educational research.
- Significant project management experience with advanced planning skills and experience of delivering outcomes.
- In-depth knowledge and evaluation of digital learning technologies and UAT.
- Excellent analytical and problem-solving skills.
- Experience in effectively managing external suppliers/contractors.
- Experience leading Blended and Digital Learning projects in Higher Education and/or corporate environments.
- Good understanding of technical language, knowledge of HTML, CSS and Java script

- Multimedia development tools

| Resources |
| --- |
| LMS (Experience of Canvas would be advantageous)<br>General knowledge of authoring tools (storyline, captivate, adobe creative suite)<br>Familiarity with classroom technologies and virtual classrooms.<br>Microsoft Office<br>Google analytics |

| Staff | None |
| --- | --- |
| Budgets | Project specific |
| Date Updated | 06/07/2022 |