JOB DESCRIPTION

Job Title	**Director, Client Experience**		
Reports to	**Executive Director, CX and Delivery**		
Department	**Executive Education**		
Job Family	**Business Services**	**Level**	**5**

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 impactful learning solutions for organisations, that enable their people and teams to act, transform and grow themselves and their business. This includes an extensive portfolio of in-person, blended programme titles delivered from our campus in London and customised blended programmes delivered around the world.

Programmes are targeted at middle and senior executives, as well as high potential early careers and board level directors.

Executive Education has ambitious growth targets, accounting for an important proportion of the School's total revenue. It is a key part of the School's future strategic and growth plans.

Job Purpose

Operating in a matrix environment, the Director, Client Experience is accountable for:

- Ensuring existing revenue is delivered on time and to the highest standards,
- Providing clients with world-class experiences, including seamless account & project management of Executive Education's customised programmes,
- Accountable for and lead a team of 16 Senior Account Managers, including Senior Manager, Client Experience.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of a strategy for Executive Education to enable the realisation of the London Business School vision.
- Build a vision of world class project/account management and ensure team are performing to these standards.
- Develop and lead the implementation of plans for the Senior Account Manager team to support the achievement of wider departmental goals.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of project delivery.

Partnering and Service Delivery

- Partner with stakeholders to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Partner with Client Directors, Legal, Finance and Customer Experience teams to understand our clients' goals and needs and provide expert advice on how best to support, resource and deliver to clients and associated programmes.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders and develop precedents to improve project delivery within Executive Education.
- Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.

Analysis and Reporting

- Produce reports and work with analytics to develop dashboards on Power BI to be used by senior management in the decision-making process.
- Analyse key themes from a wide range of data sources to identify issues and action risk mitigation.
- Share regular reports for the business including but not exclusive to programme progress reports and quarterly annual reviews.
- Regularly scan the environment (clients, competitors, etc.) to gain insights and new ideas regarding project & account management requirements and improvements.

Compliance

- Lead the creation of policies and procedures for own area and help embed them across EE.
- Ensure the team's adherence to quality standards and compliance with regulatory requirements.

Collaboration and Relationship Management

- Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
- Drive business growth by identifying opportunities for new projects and accounts.
- 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.
- Take the lead on and/or represent the area/department in cross-departmental initiatives.
- Drive business growth by supporting new opportunities and being a part of proposals and pitches to prospective clients.

Project Management

- Contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.
- Be project sponsor for strategic clients.

Financial Management

- Ensure team have the skill and knowledge to manage and control relevant budgets to ensure well planned, value for money and cost control.
- Monitor, track and forecast financial position of existing custom accounts, ensuring programme budgets are optimised to deliver the best learning experience, programme margins meet Executive Education targets and programmes are delivered to budget.
- Track contribution for all clients and measure against KPI's
- Ensure all existing revenue is delivered on time and to highest standards.
- Ensure contracting for existing accounts/programmes is seamless and completed on time and exceptions are raised promptly.
- Provide a regular overview of existing account/programme status.
- Ensure pipeline accuracy through the effective and timely use of CRM software by the team.

Process Improvement

- Continually review and, if required, refresh activities performed by the team to support an end-to-end excellent client experience aligned with the Sales and Client Relations, Transformative Learning and the Customer Experience strategy and Executive Education's operating model
- Foster a culture of continuous improvement, encouraging innovation and professional development within the team.

People Management

- Actively manage and coach direct reports to ensure that every team member is trained, motivated and effective in their role
- Monitor and regularly assess SAM fundamentals.
- Define key performance indicators for the team and monitor on an ongoing basis.
- Ensure that annual objectives are set for all members of staff, that performance is monitored on an ongoing basis and that feedback is provided regularly.
- Develop and implement an annual professional development and training plan for the team, in collaboration with the People Team.

- Support direct reports in resolving issues arising from matrix management structures.
- Ensure the recruitment of high performing team by designing and managing an assessment process that recruits for culture and expertise.
- Ensure compliance with People Team policies and processes.

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 with the business 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.
- 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 School rankings.
- High-quality work delivered by contractors and agencies.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- 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.
- Demonstrable credibility and a network of contacts in an area of expertise.
- 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.

Staff	**Accountable for 16 SAMs** **LM 8+ SAMs**
Budgets	**1210**
Date Updated	**May 2024**