

JOB DESCRIPTION

Job Title	Chief Operating Officer		
Reports to	The Dean		
Department	Overarching		
Job Family	Overarching	Level	6

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 role

The Chief Operating Officer (COO) will play a pivotal role in shaping the future of LBS. Reporting to the Dean and as an active member of the Senior Management Team, the COO will drive operational strategy and excellence, enabling a best-in-class experience for students, faculty, corporate partners and staff. The COO is responsible for the strategic oversight, strong leadership and efficient management of most of our non-academic operations: this is expected to include Brand & Marketing, Estates & Campus Services, Innovation, People, Planning, School Secretariat (Dean's Office) & Technology.

The COO will be a strategic, committed, and adaptable individual who will help to deliver the School's existing five-year plan and be a fundamental driver of the creation of the next plan. The COO will be proactive and innovative in the development and delivery of strategic and business planning. They will need to anticipate and manage potential operational and strategic challenges, to identify sound solutions to problems that arise and to implement decisions effectively, partnering with and engaging their teams to do so. The COO will skilfully navigate complex relationships with internal and external stakeholders; they will work in collaboration with senior department heads and academics in the School, to ensure that the School's operations, priorities, policies and relationships are supported and developed.

At a high level, the COO's responsibilities come directly from the mission of the School—to have a profound impact on the way the world does business, and to do that the School needs to deliver a world-class and business-orientated experience to all customers. Our Five Foundations are also crucial to success: Excellence, Impact, Global Reach, Agility and Community. Reflecting this, the School's organisation needs to be a model of effective management, delivering a high-performance, customer-orientated and efficient service, while creating a respectful and inclusive culture.

Reporting structures

The COO reports directly to the Dean of the School and will work closely with the School's Governing Body.

It is anticipated that the following will report to the COO: School Secretary, Chief Marketing & Creative Officer, Chief People Officer, Chief Digital & Information Officer, Senior Associate Dean Innovation and Executive Director, Campus Services & Estates.

Collaboration is key and success requires partnership with other areas of the School, in particular the Dean's anticipated leadership team which would comprise the Associate Dean Faculty, Associate Dean Executive Education, Associate Dean Degree Education, Associate Dean Advancement, Chief Finance Officer and Chief Communications Officer.

Key Areas of Accountability

The COO will lead an experienced professional team, and with that team's support, will:

Strategic Leadership & Transformation

- Support and advise the Dean and the other members of the leadership team on the development and implementation of the School's mid- to long-term strategy
- Contribute to the articulation and development of the vision for the School's future
- Drive and deliver a transformational agenda, ensuring all operational structures, systems and process are fit for purpose, future focused as LBS continues to grow
- Champion digital transformation across the organisation to enhance its operations, student experience and global reach

Operational Oversight and Organisational Excellence

- Direct the School's internal operations including Brand & Marketing, Technology, People, Innovation Planning, School Secretariat (Dean's Office) and Estates & Campus Services via the Executive Directors or Officers leading those teams directly.
- Establish and maintain effective and efficient operational systems and procedures, ensuring world class service delivery across all departments under their jurisdiction
- Oversee the management of operational systems and procedures and ensure that they are communicated and embedded in day-to-day practice
- Assure the quality of the School's support services for both internal and external users
- Be responsible, through lines of reporting, for the people management of staff in reporting departments
- Ensure value for money is delivered across all activities and functions
- Maintain high service levels and effective communication and integration across the School's campuses in London and Dubai, and soon to be KSA
- Be responsible for the management of risk within the School

- Focus on sustainable practices and the implementation of sustainability initiatives across all operations to align with global standards and expectations
- Ensure that all departmental operations, policies and procedures comply with legal and regulatory requirements

People, Culture and Stakeholder Engagement

- Enhance organisational culture and engagement by fostering a diverse, inclusive, high performing, commercial and innovative work environment that attracts, develops and retains professional talent at all levels as they build their careers
- Support and oversee strategic workforce planning, ensuring LBS remains an employer of choice
- Build strong relationships and influence across a diverse stakeholder group, including the Dean, Governing Body, leadership teams, partners etc.
- Report regularly as required on the School's activities to all stakeholders, internal and external

Selection Criteria

- The School is looking for an experienced leader with the ability to think strategically, to manage relationships and to take and implement important, complex and, sometimes, difficult decisions.
- The person appointed needs to have strong personal integrity, drive, high emotional intelligence and is required to take a high level of personal responsibility for both their own work and that of the staff under her/his management.
- Sound judgement under pressure, the ability to think laterally and creatively within a challenging and complex environment, and the intellectual capacity and strength of character to drive forward the School's agenda are essential attributes.
- A sound appreciation of the academic environment and ability to operate effectively within a complex and nuanced decision-making context are also important.

The successful candidate will need to be able to demonstrate a broad range of skills including:

- Well-grounded analytical and creative strategy-building skills
- High intellectual capacity, emotional intelligence, and excellent judgement
- Proven track record in senior management and the ability to develop and mobilise an effective team that delivers high-quality, business-focussed support
- Outstanding leadership skills and ability to inspire confidence in this team and to promote shared values that underpin the ethos of the School
- Ability to master a broad and varied portfolio
- The ability to work in partnership with academic colleagues and to be comfortable working in an academic environment
- Flexibility in managing various personalities and situations, with the ability to adapt style as necessary
- Capable of driving projects to conclusion while ensuring strategic alignment and satisfactorily bringing stakeholders on the journey
- Experience in change management and the delivery of complex projects

- Demonstrable ability to work with all the School's internal and external stakeholders (including the Dean, the Governing Body, faculty, staff, associates, senior advisors and donors)
- Outstanding communication abilities, both oral and in writing
- Influencing skills, including negotiating and being persuasive
- A personal style, founded on an optimal blend of tenacity and adaptability, that enables the COO to get things done, working collaboratively with others and directly with the senior management team
- Strong relationship builder, able to forge and manage effective relations within the School and across the global landscape

Experience

- Significant experience in a senior position in a complex organisation
- Sound working knowledge of the key functional areas of responsibility of the post
- Experience of leading complex change projects
- Experience of working effectively to deliver results with multiple stakeholders in a complex, environment.
- Some experience of working within the Higher Education sector (or a directly comparable environment) would be a distinct advantage
- A well-developed understanding of business school culture or significant professional experience of working within an enterprise environment.

Reports

- Anticipated direct reports 6