

JOB DESCRIPTION

Job Title	L&D Coordinator		
Reports to	Learning and Development Manager		
Department	People		
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 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, 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 People Team provides proactive advice and support to the School to help build an engaged workforce where all staff have the best employee experience in the way we recruit, work and lead.

The team comprises two key areas: Business Partnering and HR Centres of Expertise with deep technical knowledge for their respective areas.

The People team works closely with SMT (Senior Management Team), Heads of Departments and their people managers, supporting them to deliver their business goals by enabling and empowering their people.

Job purpose

This role sits within the Talent Team who are responsible for talent acquisition, talent management, learning and development and employee experience & engagement. Our aspiration is to enable all staff to thrive at LBS.

The immediate purpose of this role is to co-ordinate and deliver excellent administrative support to ensure a high impact offering to all staff which drives learning, growth, performance and engagement. Once the talent management strategy is created and as we move into implementation, this role will also support the talent agenda with logistic support.

Key areas of accountability and key performance indicators (KPIs)

Staff Liaison

- Providing the first point of contact for all enquiries from staff and the wider People team, and escalating requests when necessary providing a timely and effective service
- Advising staff on available resources/workable solutions for individual needs
- Liaising with third party suppliers, trainers, facilitators and coaches

Event Management

All event management (virtual, in-person or hybrid) including:

- Delivering First Day Induction as well as co-delivering the School's orientation and other onboarding networking events (virtual and in-person when appropriate) ensuring the smooth onboarding of new starters
- Overseeing the coordination of the School's orientation including logistics, organising speakers and preparing materials
- Organising ad hoc webinars and events and introducing speakers to large audiences
- Organising compliance-related training such as fire warden training, first aid, manual handling, mental health first aid, etc.
- Scheduling the annual diary of events for L&D and Talent, ensuring an even spread of activity, prioritised accordingly
- On-site support and arranging venues, catering, facilities, layout and AV for in-person events and arranging and supporting Zoom set-ups for virtual events
- Managing applications/sign-ups, waiting lists and invitations via itrent
- Maintaining course lists and follow-up on non-attendees
- Ensuring pre-work, joining instructions and reminders are sent out in good time
- Preparing learning materials for events in advance

- Setting up on the day: arranging materials/AV, meeting and welcoming the trainers ensuring they have everything they need including evaluation forms
- Being the first point of contact with trainers for logistics and other support

Communication

- Designing and planning comms in line with audience needs and the LBS tone of voice, across all Talent initiatives (e.g. Future of Work, wellbeing, learning & development) using internal comms channels (Actito, Teams, information hub etc.)
- Creating and maintaining Talent pages on our learning management system, Canvas and Portal. This includes keeping learning core up to date with the latest content.
- Supporting Wellbeing hub and Diversity, Inclusion and Belonging hub when needed
- Promoting L&D/Employee Experience opportunities via Teams and other channels

Administration

- Responsible for e-learning administration on Canvas, LearnUpon and LinkedIn Learning
- Responsible for enrolling new starters on programmes including LearnUpon, Bob's Business, Teams, etc.
- Administrative support for compliance training including PREVENT and Bob's Business
- Booking candidates on internal and external learning opportunities including short courses, further education, Executive Education and Degree Education opportunities and organising internal/external coaching sessions for staff
- Managing evaluation process for all events e.g., collecting feedback, analysing data and sharing insight to L&EE team and external facilitators
- Managing all administrative elements of apprenticeship training and levy management
- Providing high quality administrative support for L&D initiatives, projects and cyclical processes e.g., focus sessions

Record keeping

- Entering and maintaining L&D data on iTrent ensuring all information is up to date and correct
- Keeping mandatory e-learning records up to date ensuring School compliance and sharing records with key stakeholders e.g. Information Management, Diversity in the Workplace, Anti Bribery, Prevent etc.

- Maintaining the list of preferred external training providers for both courses run internally and externally

Other responsibilities

- Undertaking individual and small team learning needs analysis to understand needs and recommend the best learning solutions to meet needs
- Processing invoices, making card payments and claiming expenses, dealing with queries when they occur
- Adding new suppliers onto procurement process

Anticipated Talent Management Activity

- Working with the Associate Director, Talent Management, to ensure the smooth implementation of the talent management strategy. This is likely to include the collation, presentation and maintenance of confidential talent data, preparation for departmental and full school talent reviews, maintaining records and succession plans, organising psychometric testing and leadership development assessments. Please note this is subject to the shaping and implementation of a new strategy.

KPIs:

- High-quality support service provided to all stakeholders
- Production of high-quality materials
- Up-to-date diary management
- Timely response to and resolution of enquiries, requests and issues
- Accuracy and integrity of data in business systems
- Development of relationships within and outside the team, and positive feedback from colleagues
- Positive feedback from project managers
- Compliance with processes, procedures and standards
- Accuracy of financial records
- Contributions to process reviews and operational improvements

Knowledge/qualifications/skills/experience required

- Strong personal organisational skills and a keen attention to detail
- Comfortable working with confidential data
- Good communication skills and the ability to work effectively with a variety of stakeholders at all levels across the School
- Confidence to introduce speakers, trainers and facilitators to large audiences
- Proactive approach to relationship development with colleagues
- Strong team working skills and the ability to work collaboratively

- Ability to interpret and apply guidelines to a specific activity to create compelling documentation
- Ability to manage competing demands, prioritise, meet/manage deadlines and work effectively under pressure
- Desire to continuously improve the standard and impact of our work
- Sound working knowledge of standard IT packages, systems and/or databases

Resources including team management

Staff	
Budgets	
Date Updated	25 th June 2021