

# JOB DESCRIPTION

<b>Job Title</b>	<b>Learning Manager</b>		
<b>Reports to</b>	<b>Executive Director, Transformative Learning</b>		
<b>Department</b>	<b>Transformative Learning, Executive Education</b>		
<b>Job Family</b>	<b>Learning – Design Focus</b>	<b>Level</b>	<b>4</b>

## 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 world-class learning solutions, including a portfolio of Open Enrolment Programmes for individuals and Customised programmes for client organisations. With an annual turnover of £45 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's strategy and growth.

The Transformative Learning Team owns and evolves Executive Education's Learning value proposition. This includes design and impact governance of all programmes and proposals, the quality assurance of learning, growing our global learning ecosystem, developing new products and services, and creating frameworks, models, and points of view on impact and transformative learning.

The team brings together LBS faculty thought leadership and the capabilities of a global ecosystem of learning partners, to design impactful, engaging, and inspiring learning journeys that transform people and organisations.

## Job Purpose

To lead or contribute to projects and initiatives that support the design, development, and delivery of impactful and engaging learning solutions for customers.

Core domains of the role include projects and initiatives related to Quality Control and assurance of Learning, Design and Impact Governance, New products and services, Global Learning Ecosystem, Content curation, and Content documentation.

The role operates across the full spectrum of activities of the Transformative Learning Team, leading projects and initiatives in jobholder's areas of specialism, and supporting or leading workstreams in more complex projects and programmes.

Supports solution designers in the design of custom proposals and may lead the design of solutions in areas of own specialism. Supports the design of Open Programmes and may lead the design in areas of own specialism.

To represent and be an advocate and ambassador for the London Business School transformative learning and design methodologies with corporate clients, participants, faculty, staff, and learning ecosystem partners.

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

### **Key areas of accountability:**

#### **Strategy and Planning**

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans and manage operational plans in own area.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

#### **Learning Design and Delivery**

- Lead on the design of a portfolio of learning programmes in own area of specialism, or act as an expert resource/work stream lead to a large/complex project 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 own field to ensure that leading thinking and technologies inform learning design.
- Design learning solutions and materials, in line with London Business School and wider learning best practices, that enable a high-impact learner experience.
- Collaborate with stakeholders and contractors as required to integrate new learning solutions as appropriate to maximise learning impact.
- May facilitate programmes, sessions and/or coaching, ensuring high-quality learning experience and the provision of feedback that optimises the participant learning journey.
- May partner with business development colleagues to understand learning needs and lead the design of high-impact learning proposals that meet current and/or prospective client/participant/stakeholder needs.

**Product/Proposition/Technical Knowledge**

- 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**

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning solutions.
- 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.

**Supplier/Contractor Management**

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take any necessary action based on feedback and escalate issue resolution when required.

**Collaboration and Relationship Management**

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

**Financial Management**

- May carry responsibility for a specific budget, 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 consider 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 own area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports, with complex analysis 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.
- High-quality work 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 clients, colleagues and stakeholders.
- Improvements in relevant programme performance.

#### **Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of executive education/specialist area.
- Excellent analytical and problem solving skills.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

#### **Resources including team management**

**N/A**

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Staff	N/A
Budgets	N/A
Date Updated	15 August 2023