

JOB DESCRIPTION

Job Title	External Partnerships and Scholarships Manager		
Reports to	Associate Director, External Partnerships and Scholarships		
Department	Recruitment & Admissions, Degree Education & Career Centre		
Job Family	Relationship	Level	3

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

The Degree Education department plays a vital role in the success of London Business School. We are responsible for designing, promoting and delivering the School's portfolio of twelve Master's degree programmes in London, Dubai, New York and Hong Kong. Delivering world-class global programmes is at the heart of what we do, whilst ensuring that we maintain a commercial perspective.

As a department, we play a critical role in attracting exceptional candidates from all over the world. In addition, both when our students embark on their learning journey and when they become alumni, the Career Centre team, liaising closely with employers, works hand in hand to help them secure internship and full-time positions, and continues helping them make educated career choices.

Ranked among the best in the world, our Master's Degree programmes shape individuals into global business leaders. Our programme portfolio consists of 12 programmes: Masters in Management, Global Masters in Management, Masters in Financial Analysis, Masters in Analytics and Management, Master in Finance Full-time and Part-time programmes, MBA, Executive MBA London and Dubai Programmes, EMBA-Global Americas and Europe (partnership with Columbia Business School), and Sloan Masters in Leadership and Strategy.

Every year we recruit approximately 1,500+ students from all over the world, and at any given moment we have more than 2,500 students. Our students study in London, Dubai, and New York.

Job Purpose

The External Partnerships and Scholarships Manager is a new role within the Recruitment & Admissions department. Reporting to the Associate Director, External Partnerships and Scholarships, your primary responsibility will be in the support of London Business School Scholarships, including Laidlaw Women's Leadership Fund, as well as supporting our partnerships with universities and organisations in line with our commitment to driving diversity, inclusion and belonging within recruitment and admissions.

The Laidlaw Women's Leadership Fund strengthens the School's ambition of moving towards 51% female representation across LBS's degree programmes, in particular the number of women from socio-economically diverse backgrounds. The fund aims to attract the highest calibre women who might not otherwise have been able to afford a top-tier business education. The Fund supports outstanding female scholars in the MBA, Executive MBA and Masters in Management programmes.

With stakeholders across the School you will collaborate on the onboarding of scholars and play a role in maintaining and nurturing the School's scholar ecosystem. As a member of the Recruitment and Admissions team you will also provide administrative support for university outreach and partnership development.

Recruitment and Admissions at London Business School has a commitment to increasing the number of women, black students, LGBTQIA+ students and students from lower socio-economic backgrounds, who excel their careers through world class business education at London Business School. This role will play a strong role in London Business School's progress towards diversity, inclusion and belonging within Recruitment and Admissions.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Relationship Management

- Act as a key liaison with the Laidlaw Foundation on administrative matters
- Manage the onboarding and necessary pastoral care of the scholars, in liaison with the Advancement team.
- Manage Laidlaw Foundation issues and concerns, in collaboration with Advancement to achieve the best possible outcome for the Foundation and the School.
- Support recruitment and admissions on building a network of organisations and education institutions particularly for Laidlaw scholars, and other diversity scholarship pipelines.
- Apply knowledge and exercise judgement to diagnose partner and stakeholder needs and match them to the right London Business School offering.
- Utilise knowledge of partners and stakeholder needs to produce materials, in accordance with guidance from more senior colleagues, to be used to create a narrative and increase engagement.

Analysis and Reporting

- Monitor recruitment and pipeline progress against gift agreement guidelines with regular reporting in collaboration with Advancement.
- Administer, process and report on scholarship applications.

- Track, via our CRM administration, our existing and target universities and partners globally to bring better insights into B2B actions to grow the pipeline
- Liaise across the teams and other departments to prepare reports to inform review, planning and decision making.

Communications

- Act as an ambassador for London Business School and deliver presentations and network at events to promote the School and its offerings.

Project Management

- Plan and deliver scholarship, university outreach and partner focused events – including summer school, campus visits and cross-partner events.
- With Marketing and Communications collaborate in the marketing and PR of scholarships, funding and partnerships (e.g. ensure all website information is current and relevant)
- Contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

Recruitment

- Identify and build relationships with prospective stakeholders to achieve pipeline and engagement targets, ensuring they are aligned with the School's strategic objectives and values.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of intelligence, and the identification and maximisation of scholar pipeline and stakeholder relationships.
- Provide specialist information and guidance across School departments as necessary to inform other programmes of work.

Collaboration and Stakeholder Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate and develop relationships.
- Build a network of stakeholders across the School to facilitate improved communication and maintain knowledge of opportunities with clients and stakeholders across the School.

Financial Management

- Manage the budget aspects of the scholarship programme across DECC and in collaboration with Advancement & Accounts to ensure compliance with gift agreement

Process Improvement

- Monitor business processes for university outreach and partner development, plan and carry out regular reviews to identify opportunities for service improvement in light of changing customer/stakeholder needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Analysis and Reporting

- Conduct research to identify prospective partners or stakeholders, and plan/deliver subsequent approaches/outreach plans with senior colleagues.
- Liaise across the teams and other departments to prepare reports to inform review, planning and decision making.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Development of relationships with scholars, partners, and stakeholders.
- Delivery of high-quality service for the Foundation and the scholars
- Excellent Scholar, Foundation, and stakeholder experience.

- Production of high-quality reports for the foundation and internal stakeholders, with the identification of trends and issues.
- Projects and events delivered to high satisfaction, on budget and to quality standards and targets.
- Identification of technological, and process advancements and innovations in own area.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Up-to-date and accurate financial information for own area.
- Improvements in processes and procedures in own area.

Knowledge, Qualifications and Skills Required

- Bachelor’s degree or equivalent experience.
- Excellent communication skills and ability to successfully engage at all levels of an organisation.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Experience of using software related to own team or department to extract, analyse and report on data.
- Sound business development skills.
- Experience of applying sales/ engagement/conversion techniques.
- Good project management skills.
- Excellent organisational skills
- Sound understanding of the wider School’s offerings and the offerings of our competitors.
- Demonstrable knowledge of business education and the wider education landscape, including barriers to entry.
- Experience with diversity, inclusion and belonging, or widening participation initiatives and organisations would be beneficial.
- Budget management experience.
- We strongly welcome applications from candidates who share an affinity with, or commitment to, one or more of the groups this role and the department is committed to supporting.

Resources including team management

Date Updated	April 2023