

JOB DESCRIPTION

Job Title	Head of Professional Development		
Reports to	Executive Director, Career Centre		
Department	Degree Education and Career Centre		
Job Family	Learning	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

The Career Centre plays a vital role in the success of London Business School. We are responsible for enhancing the career prospects and outcomes of our students and alumni, which in turn is a key performance indicator for the School that contributes to its brand, reputation and ranking.

We aim to inspire exceptional career management and engage with high quality employers. We develop the career skills of students and alumni, preparing them to take ownership of their career development whilst supporting them to do so with confidence. We also engage with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni.

Career Centre is composed of an Employer Engagement team and a Career Management team – both of which support all students on Early, Mid-Careers and Leadership programmes. Their work is underpinned and enabled by a Professional Development team.

The Professional Development team provides consultative expertise on coaching, learning and world of work insights to our Employer Engagement and Career Management teams, as well as to Degree Education and Faculty.

Job Purpose

The Head of Professional Development manages a team of 8 (4 direct and 4 indirect reports) to develop career and professional development learning activities for students across all programmes; to oversee coaching strategy and manage the external coach pools; and to provide employment insights and data.

This includes responsibility for:

- Developing and embedding a career management skills framework, that reflects market intelligence and employer needs and is aligned with faculty research/teaching
- Collaborating across Career Centre to develop new learning resources for students, both in person and online, ensuring consistency in design and delivery whilst aligning our offering with that of Faculty and Programme Offices
- The career coaching strategy for Career Centre, in collaboration with Degree Education and Faculty (especially the Organisational Behaviour Subject Area), to maintain a high quality pool of Degree Education & Career Centre coaches
- Supporting experiential learning initiatives, such as the Peer Leader Programme and the Leadership Incubator
- Curating and disseminating Career Centre insights, including employment outcome reporting and providing employment data to a variety of stakeholders across the School and other agencies

The role will sit on the Senior Leadership Team of the department and be expected to act up for the Executive Director as required.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Develop a vision/strategy for the Professional Development team to deliver on the realization of LBS' vision to have impact on students' lifelong career journey
- Lead the development of Key Performance Indicators for team's output programmes to enable the assessment of the quality and impact of learning interventions
- Manage an ongoing and annual review process to ensure continuous improvement of the student learning experience and stellar employment outcomes

Design and delivery

- Create new learning resources for students, both in person and online, in close collaboration with colleagues across Career Centre; ensure consistency in design and delivery whilst aligning our offering with that

of Faculty and Programme Offices

- Embed a career management skills framework across Career Centre and Programme Offices, that reflects market intelligence and employer needs and is aligned with faculty research/teaching
- Develop and lead the leadership coaching provision to students on behalf of OB Faculty and Programme Offices – designing coaching sessions and commissioning, training, briefing and assessing external coaches
- Maintain high quality careers coaching provision by providing supervision and CPD to internal coaches and commissioning external experienced and qualified coaches
- Manage the Peer Leader Programme to provide additional support for students; recruiting, training and managing relationships with Peer Leaders, alongside all the administration
- Build and maintain online resources including but not limited to Career Portal @LBS and the Professional Skills series; manage all external resources for the Career Centre
- Keep up to date with thought leadership and innovation within the employment market and career management field, ensuring the incorporation of leading thinking and technologies into learning design.
- Champion best practice learning, ensuring this is applied consistently, explicitly and powerfully across the Career Centre
- Coach students to help them explore career goals, manage their career development, articulate their career narrative and navigate challenges in their tactical recruitment steps

Impact Assessment, Reporting and Rankings

- Collect employment data according to relevant regulations (MBACSEA), achieving key benchmarks for reporting rate and contributing to the rankings strategy for the School; curate and disseminate data to stakeholders across the School and external agencies
- Analyze existing and commission new reports and wider data sets to establish ~~times~~ trends and trends and use this insight to inform decision making regarding current and future learning interventions and coaching needs
- Lead evaluation activity to assess the success of learning interventions against KPIs and overall departmental objectives to ensure the continuous improvement of learning design, delivery, and materials
- Ensure that the quality and competitiveness of professional development delivery are benchmarked against the world's leading business schools.

Business and Brand Development

- Work closely with the Programme Offices to ensure effective on-boarding and that expectations are set and managed
- Share case studies, employment market insights and learning initiatives internally and externally in order to contribute to the reputation of London Business School and the recruitment of students, participants and clients

Collaboration and Relationship Management

- Collaborate with Faculty, colleagues (Programme Offices, Recruitment and Admissions, Marketing, Student Association) and other relevant stakeholders to identify cross department opportunities and ensure that learning experiences across the School are inspirational, innovative and underpinned by leading, evidence-based research and involve the right

contributors at the right times

- Take the lead on and represent the department in cross-departmental initiatives, both internal and external, to enable London Business School to better meet its strategic goals.
- Accountable for relationship management, commercial arrangements and quality assurance of the external coaching pool

Financial Management

- Contribute to the development of budgets for the department.
- Lead on the Professional Development budget to ensure it is well planned, offers value for money and is cost controlled.

People Management

- Active performance management, learning and development and career support for all team members
- Define and communicate the team's priorities and workload, in line with the wider Departmental priorities and team job roles.
- Manage engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.

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 team department.

KPIs:

- Well-defined, clearly communicated and executed strategies and/or plans for area of work
- Successful learning interventions and coaching programmes achieving Key Performance Indicators
- Robust learning experience assessment processes in place
- Contribution to continuous improvement in School rankings
- Contribution to the development and delivery of market leading learning initiatives
- Excellent student, colleague and stakeholder feedback
- Team feedback on clarity of purpose and focus, behavioral and performance expectations, guidance and development
- Trusted adviser relationships developed with clients and stakeholders
- Smooth operation of employment outcomes reporting cycle producing highly accurate data which informs decision making.
- Contribution to engagement targets
- Oversee high-quality work delivered by contractors.
- Contribution to cross-team and cross-School initiatives.
- Accurate budgets developed, no overspend and value for money demonstrated

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience
- Career guidance, coaching, CIPD or similar qualification, or extensive coaching experience
- Certification in personality assessment tools desirable
- Deep knowledge of learning and design and coaching principles, theory and practice
- Demonstrable credibility built through extensive awareness of the post-business school employment market and the needs of business school students, their typical motivations and the challenges they face as they embark on their careers
- Excellent communication and influencing skills, with the ability to negotiate and collaborate
- Experience of managing multiple key internal and external stakeholders at all levels
- Proven leadership and team management experience
- Ability to scan the horizon, identify industry best practice and translate this into future planning
- Confidence making and presenting data-driven decisions
- Financial management skills and commercial acumen

Staff	4 direct reports (1 Insights Manager, Coaching Manager, Learning manager, Projects Manager)
Budgets	Up to £90k
Date Updated	July 2022