

Job Title	Recruitment & Admissions Manager, EMBA London programme		
Reports to	Senior Recruitment and Admissions Manager		
Department	DECC – Recruitment and Admissions		
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

Degree Education and Career Centre contributes to the School vision by:

- Attracting and selecting talent from around the World
- Creating an environment in which students can learn
- Maximising student and alumni career opportunities through developing their career skills and engaging with employers.

We aim to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes. Programmes include the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School, the Sloan Masters in Leadership and Strategy, the Masters in Finance (fulltime and modular), the Masters in Management (MiM) and the Global MiM, the Masters in Financial Analysis (MFA) and the Masters in Analytics and Management (MAM). The degree portfolio represents over 60% of the School's revenues. A number of programmes are ranked in the top 10 by the Financial Times.

Job Purpose

The role purpose is to ensure that targets for quality, satisfaction and finances are met for the EMBA London intakes through excellent operations and process management and a high level of interpersonal, analytical, project management, relationship building and presentation skills.

The programme is designed for successful mid and senior career executives.

The postholder will have responsibility for the ownership and nurturing of new leads for the programme and the relationship management of prospective students in the recruitment pipeline

prior to application, and conversion of prospective students to applicants. A strong collaboration with the EMBA Dubai team will be required.

The postholder will be an active member of the Admissions Committees and work within the team on selection, reviewing and interviewing candidates. They will be responsible for all aspects of admissions operations and transition to student.

They will deputise for the Senior Recruitment and Admissions Manager when required and will have line management responsibility for one Recruitment and Admissions Administrator.

Due to the nature of our programmes, the role requires regular out of hours working which is managed across the team on a rota basis.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Relationship Management

- With the Senior Admissions Manager's support - review, select and interview candidates and actively participate in Admissions Committee meetings, presenting candidates and providing decision feedback to candidates.
- Cultivate strong relationships with partner schools and be the first point of contact for shared systems.
- Manage the onboarding process to ensure a smooth handover to Programme Team.
- Act as a key liaison for stakeholders to build relationships and promote the School's offerings with the target group.
- Work as primary point of contact for all prospects on EMBA London programme, via email, phone, Zoom and face-to-face consultations.
- Work as primary point of contact for student and alumni ambassadors for events, prospect support calls, Meet.LBS Platform.
- Develop and maintain relationships with current students and alumni.

Analysis and Reporting

- Produce weekly, monthly and annual statistics and reports, particularly tracking and monitoring yield, quality indicators and class statistics.

Communications

- Act as an ambassador for London Business School and deliver presentations and network at events to promote the School and its offerings.
- Responsible for overseeing the admit LinkedIn/ Meet groups.

Project Management

- Plan and deliver a range of straightforward projects or events, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.
- Ownership along with the Senior Admissions Manager of EMBA London scholarship promotion and selection process.

Recruitment

- Identify and build relationships with prospective stakeholders to achieve revenue and/or engagement targets, ensuring they are aligned with the School's strategic objectives and values.
- Deliver excellent presentations at on campus information events and webinars.
- Participate in global recruitment cross-programme events (online & in-person), therefore international travel might also be expected a couple of times a year.

Product Knowledge

- Build and maintain a thorough understanding of London Business School's offerings, with an understanding of what differentiates the School from competitors.
- Update and inform on changes in the Leadership Programmes and effectively communicate them to stakeholders and colleagues.

Collaboration and Stakeholder Management

- Management of the application process, management of all applications in a CRM system.
- Management of candidate visa process, including liaison with School's Visa Managers.
- Management of candidate fee payment process, including liaison with School's Visa Managers and Accounts Team.
- 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 current or prospective stakeholder relationships.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate and develop relationships.

People Management

- Manage the Recruitment and Admissions Administrator to ensure appropriate staffing, delivery of role requirements and personal development.

Process Improvement

- Monitor business processes for own team, 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.

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 current and prospective clients and stakeholders.
- Revenue and engagement targets achieved or exceeded.
- Excellent client and stakeholder experience.
- Projects delivered on time, on budget and to quality standards and targets.
- Production of high-quality reports and up-to-date and accurate analytics for own programmes.
- Identification of technological, and process advancements and innovations in own area.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements in processes and procedures in own area.

Knowledge, Qualifications and Skills Required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Supervisory or management experience (people/ project management).
- Experience of using a CRM.
- Sound business development skills.
- Experience of applying sales/ engagement/conversion techniques.
- Good project management skills.
- Excellent organisational skills and the ability to manage a portfolio of clients and stakeholders.
- Sound understanding of the wider School's offerings and the offerings of our competitors.
- Demonstrable knowledge of business education and/or relevant sector.

Resources including team management

Staff: 1 Recruitment and Admissions Administrator

Staff	1
Budgets	0
Date Updated	March 2023