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| **Job Title** | **Career Coach**  |
| **Reports to** | **Head of Graduate Masters, Career Centre** |
| **Department** | **Career Centre** |
| **Job Family** | **Learning- Programme Management** | **Level** | **4** |

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| **About the School** |
| At London Business School we have a profound impact on the way the world does business. 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. |

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| **About the Department** |
| The purpose of Career Centre is to enhance the career impact (prospects and outcomes) of our students and alumni.  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.  In summary our role is to: * Create and deliver a career skills curriculum
* Coach and advise students and alumni
* Provide access to a range of networking and career opportunities
* Provide career insights

Career Centre has two student-facing teams: the Employer Engagement team and the Career Management team. Their work is underpinned and enabled by a Professional Development team. The Employer Engagement team is organized by sectors. The Career Management team is organized by students’ experience levels: a) Graduate Masters b) MBA and MiF c) EMBA and Sloan programmes. Together with faculty teaching & learning, Career Centre lies at the heart of student and alumni career outcomes which are a key indicator and consequential driver of the success of any business school. Student and alumni career success drives heightened student interest, quality of student admission and participation, ability to attract and retain the very best staff and faculty, access to entrepreneurial, fast-growing and blue-chip companies and, thus, further student & alumni career success.  |

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| The Career Management team provides career coaching and career education to ~ 2,500 students: * Graduate Masters students (pre-experience): MiM, GMiM, MFA and MAM programmes
* MBA students (average 5 – 6 years of experience): the flagship MBA programme as well as the newly introduced One Year MBA
* MiF (post-experience Master in Finance students): full-time and part-time programmes
* Leadership Programmes students: EMBA (London/Dubai) and Sloan programmes

 The team has 1 Associate Director, 3 Career Leads and 11 Career Coaches aligned by Programme. The sub-teams in the Career Management team are interdependent and supportive of one another. As such, there are times when the focus of the team can switch between all programmes.  |

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| The Graduate Masters team in particular focuses attention on the School’s large student population (~700 students) with less than 2 years’ work experience students. It is comprised of three full time career coaches and the Head of Graduate Masers Careers.We are looking to recruit an additional Career Coach with a Finance specialism to support the careers delivery for Graduate Masters students. |

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| **Job Purpose** |
| As a key member of the Graduate Masters Career Coaching team, you will:* work collaboratively with team, Career Centre and school-wide colleagues to ensure students experience an integrated career curriculum
* act as a competent and informed communicator, helping students make sense of their career development journey throughout their time with us
* design and deliver career and skill development workshops and run high levels of one-to-one coaching with a focus on finance career paths
* both independently and with other colleagues, lead on and project manage wider-career initiatives
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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |

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| **Contribute to the design of a careers curriculum** | * Contribute to the design of a careers curriculum for finance career paths, initiating blended learning approaches that maximise the use of our online and in-person offerings;
* Design and deliver innovative and engaging career skill workshops to high professional standards (includes presentations to large audiences, small group workshops, online via Zoom and the School’s Virtual Learning Environment)
* Take a student’s view of how they experience their early career development throughout their time at LBS; work with colleagues across Career Centre to continuously improve our students’ career experience
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| **Coach students** | * Develop and maintain 1:1 student relationships
* Assist finance-focused students with exploring career goals and managing their careers via one-to-one and group career coaching
* Review and give feedback on students’ job application documents
* Provide students with mock interview and assessment centre practice
* Interpret and advise on the output of self-assessment tools
* Support off-campus students via Zoom and email
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| **Student/Alumni engagement and programme analytics** | * Reach out to, communicate with and engage assigned student groups on an ongoing basis
* Work with MFA Career Reps to gain feedback and develop initiatives that continue to support student career aspirations
* Track student engagement and outcomes post-LBS; attend outcomes tracking meetings, providing accurate data to support the production of Programme employment reports and contribution to rankings submissions
* Maintain relations with key alumni, sourcing for guest speaker/panel and other networking opportunities in coordination with the Employer Engagement team within Career Centre
* Source content for and produce regular newsletters/blogs/podcasts and other social media posts that support the students’ career development throughout their time on the Programme
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| **Labour market insight** | * Together with Employer Engagement colleagues, collate, write and share finance-focused labour market and employer information for newsletter content and to be shared in one-to-one coaching
* Further own market insight by attending finance specific development opportunities
* Attend on-campus recruitment events, including occasional evening and weekend sessions
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| **Partner with stakeholders across the school** | * Build active and collaborative partnerships with stakeholders across the school including Career Centre colleagues, students, Degree Programme Office, Admissions and Advancement and student representatives
* Work closely with elected MFA Career Reps on initiatives and student feedback
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| **Provide services to LBS Career Centre and the wider School** | * Together with colleagues, represent the Career Centre at Admissions and Alumni events, including occasional evening and weekend sessions
* Trial and suggest new technology and ways of working
* Lead and contribute to cross-departmental projects
* Any other duties assigned by your line manager
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| **Knowledge /Qualifications/Skills/Experience required** |

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| * Extensive experience and understanding of Graduate Masters students and the challenges they face as they launch their careers. This can be from working in similar business school or higher education institutions, or from working in recruitment or learning and development roles focused on early careers talent
* Experience and knowledge of graduate recruitment in the finance sector
* Understanding of the industries and markets that LBS students target, including knowledge of recruitment processes, job profiles and career pathways
* Working experience in Asia and proficiency in Mandarin desirable, but not essential.
* Comfortable using CRM systems, Excel, PowerPoint; Word; Zoom; Teams; LinkedIn and generative AI tools
* Knowledge of training delivery methods, including blended learning approaches
* Knowledge of databases and ability to manipulate and present data desirable
* Career guidance, coaching, CIPD or similar qualification or extensive early careers student coaching experience
* Collaborative team working mind-set
* Excellent communication skills and the ability to adapt to different audiences’ needs
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| **Key Stakeholders*** Career Centre Team
* Students and Alumni
* Other departments within the school including Programme Offices, Recruitment & Admissions, Advancement, DPT, etc.
* External speakers, consultants, coaches

**KPIS:*** Positive feedback from students, colleagues and stakeholders
* Improvement in relevant programme performance
* Strong cross team working relationships with key stakeholders
* Effective resource management and quality /timeliness of support
* Completed coaching notes and positive feedback from coaching sessions
* Contribution to the successful delivery of career initiatives in a timely manner
* Champion change by role modelling the behavior expected from all colleagues and consider the impact of change on all processes, systems, processes and people to ensure appropriate steps are taken for successful implementation

**HHOURS OF WORK:** 28 hours per week. Occasional evening and weekend work required. This is a student-facing role and LBS has a SMART working approach to working on campus. August, September, October are the busiest months of the year. |

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| **Date Updated** | February 2025 |