

JOB DESCRIPTION

Job Title	Sustainability Programme Manager		
Reports to	Sustainability Director		
Department	Innovation and Transformation Office (Hive)		
Job Family	Business Services	Level	4

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 Innovation and Transformation Office

The Innovation and Transformation Office was established to help the School transform by inspiring fresh perspectives and improving how we work. This office is all about finding creative solutions to problems and making our processes more efficient so we can achieve our goals smarter and faster. By using creative thinking, Lean methodologies, and active facilitation, the office supports teams in tackling challenges to achieve tangible, sustainable improvements, and developing innovative solutions for the future.

The Team's objectives are to:

- **Streamline School-wide Processes:** Support teams across the School in enhancing the efficiency and effectiveness of operations by simplifying complex procedures
- **Foster a Culture of Innovation:** Lead the charge in encouraging innovation and experimentation, turning creative ideas into actionable outcomes
- **Provide Strategic Problem-Solving:** Offer comprehensive problem-solving support to teams across the School, helping them overcome challenges with tailored solutions
- **Spearhead Sustainability Initiatives:** Act as the incubator for the School's sustainability programme, driving efforts to integrate sustainable practices throughout the institution

The Team

The team operates with the agility and innovation of a start-up, combining deep expertise in design thinking, Lean methodologies, and programme management with

extensive knowledge of the School's unique environment. When specialised support is required, the team integrates external expertise to enhance their capabilities.

Job Purpose

The role of the Sustainability Programme Manager is pivotal in supporting the Sustainability Director in achieving the objectives of the Sustainability Programme. This role combines project management expertise, stakeholder engagement, strategic coordination, and operational excellence to ensure the successful delivery of the School's sustainability ambitions. The Sustainability Programme Manager will oversee critical processes, facilitate effective collaboration across teams, and drive the development and implementation of strategies that enhance the School's sustainability impact.

The successful candidate will play a key role in managing programme discipline and governance, providing analytical and administrative support, and coordinating efforts across various stakeholders to deliver high-quality outputs. They will also contribute to the evolution of the sustainability strategy, its implementation, and the maintenance of key work functions, such as managing compliance, data frameworks, and donor partnership initiatives.

In addition to operational responsibilities, the role requires an innovative mindset to support the development of effective communication tools and stakeholder engagement strategies. The postholder will balance strategic input with hands-on execution, contributing to risk management and ensuring alignment with the School's broader goals and commitments.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Areas of Accountability:

Provide support to the Sustainability Director in the management and delivery of the objectives of the Sustainability Programme. This will include, but not be limited to:

- Overseeing Programme Management discipline – document management, maintaining the Programme Teams sites, delivering on routine governance reporting requirements as directed
- Overseeing meeting administration (with support from Project Manager and EA Senior AD)
- Working with the Director of Engagement and Communication Business Partner, develop and maintaining a Presentation Master Deck asset and prepare presentation decks as directed.
- Carry out pieces of research as requested e.g. sector benchmarking analysis
- Budget management – Support the Sustainability Director in setting the budget and track spend against zero based budget and account for differences.
- Lead on engagement with key individual and group stakeholders as delegated
- Phase 2 Strategy Development – support the Sustainability Director to carry out activities to time and quality.
- Phase 3 Strategy Implementation – support the Sustainability Director to engage, support and coordinate the Delivery Board, to ensure they deliver outputs for the sustainability strategy to time, budget and quality.
- Support the Sustainability Director in the partnership work of donor proposition development with the Giving and Campaign Team as directed

- Support the Sustainability Director in developing a core work function for identification and management of accreditations, associations and rankings.
- Support the Sustainability Director in developing a core work function to determine and manage baseline sustainability compliance requirements
- Support the Sustainability Director in developing, managing and maintaining the Sustainability Data Framework and Infrastructure (which will support strategy development, implementation and core work functions).

This role will also require the postholder to contribute ideas and solutions to maintain and manage risk within the Programme.

Key Performance Indicators (KPIs):

- **Programme Management & Documentation:** Ensure timely, accurate governance reporting, effective Programme Teams sites, and proper document management in compliance with internal standards.
- **Meeting Administration:** Oversee meeting preparation, follow-up efficiency, and stakeholder satisfaction with coordination and communication processes.
- **Presentation Preparation:** Deliver high-quality presentations on time, meeting design, clarity, and content expectations, based on strategic needs.
- **Research & Benchmarking:** Conduct relevant, high-quality research (e.g., sector benchmarking), ensuring timely delivery of insights that support strategy.
- **Budget Management:** Track and manage budgets accurately, ensuring activities are delivered within allocated budgets and variances are addressed proactively.
- **Stakeholder Engagement:** Facilitate effective engagement, ensuring timely completion of tasks and high stakeholder satisfaction with communication.
- **Strategy Development & Implementation:** Support Phase 2 and Phase 3 strategy efforts, ensuring timely, quality deliverables that meet budget and stakeholder expectations.
- **Sustainability Compliance & Data Framework:** Manage sustainability compliance, accreditations, and rankings, and develop a robust data framework to support ongoing strategy development and implementation.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree
- Strong understanding of sustainability practices and strategies.
- Proven project management skills, managing timelines and budgets effectively.
- Excellent stakeholder engagement and communication abilities.
- Financial management expertise in budget tracking and reporting.
- Research and analytical skills for benchmarking and data analysis.
- Proficient in creating clear, impactful presentations.
- Exceptional organisational and administrative capabilities.
- Knowledge of governance frameworks and sustainability compliance.
- Collaborative team player with cross-functional coordination experience.

Date Updated

17.12.2024