

# JOB DESCRIPTION

<b>Job Title</b>	<b>Learning Director</b>		
<b>Reports to</b>	<b>Executive Director, Transformative Learning</b>		
<b>Department</b>	<b>Transformative Learning</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>5</b>

## 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

Executive Education designs and delivers world-class learning solutions, including a portfolio of Open Enrolment Programmes for individuals and Customised programmes for client organisations. With an annual turnover of £45 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's strategy and growth.

The Transformative Learning Team owns and evolves Executive Education's Learning value proposition. This includes design and impact governance of all programmes and proposals, the quality assurance of learning, growing our global learning ecosystem, developing new products and services, and creating frameworks, models, and points of view on impact and transformative learning.

The team brings together LBS faculty thought leadership and the capabilities of a global ecosystem of learning partners, to design impactful, engaging, and inspiring learning journeys that transform people and organisations.

## Job Purpose

To lead the design and development of impactful and engaging learning solutions for customers through the design of blended learning solutions for customer proposals, new programmes, Open Programmes as well as impact and design governance.

To design, develop, launch, and commercialise new executive education products, experiences, and services.

To represent and be an advocate and ambassador for the London Business School learning and design methodologies with corporate clients, participants, faculty, staff, and learning ecosystem partners.

To be a source of learning innovation and inspiration for Executive Education clients, faculty, learning ecosystem partners, and staff, ensuring Executive Education maximises contribution to London Business School and supports its ambition to be a leading business school with a reputation for cutting edge learning design, impact, and transformative learning.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Strategy & Execution**

- Contribute to the development of Executive Education's learning design strategy and instructional content plan by sharing new ideas and constructively challenging others.
- Ensure clarity and alignment with Departmental, Team and own area strategy and goals and execute to time, targets and quality.

#### **Learning Design and Delivery**

- Lead on the end-to-end design and development of high-impact blended learning journeys that meet customer needs, partnering with business development colleagues, bid team, and custom solutions team for custom opportunities. Attend client meetings and pitches as the London Business School learning design expert where required. Confidently lead the presentation of the learning solution architecture including the design rationale, impact and narrative. Is a core member of Client programme teams, and owns the end to end development and governance of the learning solution.
- Collaborate with faculty on the design of high-impact new programmes for the Executive Education open portfolio. Input with latest learning design thinking, technologies and formats. Effectively and seamlessly hand over design and Director, Open Programmes.
- Design, develop, launch, and commercialise, new executive education products, services, and experiences.
- Draft and maintain update design documentation and Design Blueprints.
- Be an advocate and ambassador for the London Business School learning design approach. Be an inspirational story teller, supporting others, where required, to tell the story well.
- Design learning proposals in line with the guidelines and standards of the Executive Education impact frameworks and design principles, and wider learning best practices. Design to achieve learning outcomes and impact within budget and to quality standards and targets.
- Integrate new learning approaches, technologies and solutions as appropriate to maximise learner impact.

- Facilitate design or learning sessions, when required, ensuring high-quality stakeholder or learner experience and impact.
- Develop further insights and recommendations to inform decisions on future learning solutions and the continuous improvement of learning activities through findings of data collation and analysis
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.
- Ensure compliance with all relevant procedures and quality standards.

### **Product & Technical Knowledge**

- Research and keep up-to-date with advancements and trends within Executive Education industry and field to inform learning design. Systematically use insights to ensure that innovative and effective learning solutions are developed and that learning design thinking is revised and enhanced. Consistently share knowledge with team members.
- Develop a deep understanding of London Business School and competitor offerings.
- Tell a compelling story about the Executive Education learning design and product offer.

### **Collaboration and Relationship Management**

- Support colleagues by sharing knowledge proactively.
- Attend and actively participate in School, Department and Team activities and meetings.
- Maintain sound and effective relationships with all stakeholders and colleagues, supporting their development by promptly sharing positive and constructive feedback.
- Represent the Team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning outcomes.

### **Change Management**

- Participate and/or lead design projects on time, to scope and quality.
- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

### **KPIs:**

- Delivery of high-quality learning solutions, to budget, quality and time.
- Quality of recommendations and input into wider strategic and operational plans.
- Introduction of best practice, innovations and improvement to the Executive Education learning design methodology and learning solutions designed.
- Contribution to the successful delivery of learning initiatives.
- Projects delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from customers, colleagues and other stakeholders.

### Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience. Masters in learning or Organisational Development desirable.
  - Excellent communicator with the ability to engage a variety of audiences.
  - Curious, original and inspirational thinker.
  - Customer centric. Good knowledge and experience in designing and developing corporate learning solutions for an executive audience (in-person as well as blended)
  - Strong and experienced presenter
  - Significant project/programme management experience with advanced planning skills and a strong execution orientation.
  - Excellent problem-solving skills.
  - Ability to manage multiple internal and external stakeholders.
  - Ability to prioritise and focus on material issues.
- In-depth knowledge of business education, learning design, and blended learning.

### Resources including team management

N/A

Staff	N/A
Budgets	
Date Updated	31 January 2023