

JOB DESCRIPTION

Job Title	Relationship Manager, Technology		
Reports to	Head of Technology & Media Sectors		
Department	Career Centre		
Job Family	Business Services	Level	3

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.

About the Department

Career Centre is part of the department Degree Education reporting to the Associate Dean. Career Centre comprises: an Employer Engagement Team; a Career Management Team; a Professional Development team; and the Alumni Career Centre.

Together with faculty teaching and 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, further engagement with and access to entrepreneurial, fast-growing and blue-chip companies and, thus, further student and alumni career success.

Career Centre inspires and supports students & alumni to enhance their career potential through the provision of Career Coaching & Advising, Career Learning and Career Opportunities.

Job Purpose

The Relationship Manager will:

- Alongside the Head of Technology & Media Sectors and Sector Lead, FinTech, lead on business development to build and maintain relationships between London Business School and external companies, encouraging engagement and increasing job opportunities for candidates
- Support companies with their talent needs, ensuring that job postings and on/off campus activities are managed effectively
- Share insights on sectors under management, e.g. HealthTech and Climate Tech, to drive student learning and interest in Technology career pathways

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Business development/Relationship Management

- Lead on business development for the HealthTech and Climate Tech sectors and develop a portfolio of active accounts that yield opportunities for students and alumni
- Represent Career Centre and the School externally to employers, attend relevant industry events and build a network of professional contacts to become embedded in the sectors under management
- Support the Head of Technology & Media Sectors in maintaining and building relationships with firms across the rest of the sector (including Ecommerce, FinTech, FoodTech, PropTech, EdTech, Media, Telecoms and Venture Capital) to encourage engagement across our programmes
- Partner with the Career Centre Events team to plan and manage on-campus recruitment activities including the delivery of networking events (e.g. career fairs) for the Technology sectors and support the running of cross-sector events and activities.
- Respond quickly and effectively to client queries, ensuring job postings are accurately posted and notes recorded on Career Portal Plus.

Market Research, Analysis and Reporting

- Research the employment market to identify potential target companies for business development activity
- Manage and update recruitment statistics, helping identify trends and changes that have wider implications for the strategy of Employer Engagement and Career Centre as a whole
- Ensure that the Career Centre CRM system is leveraged to make decisions regarding current and planned initiatives

Labour Market Insights

- Identify and monitor sources of market intelligence, including employment reports for competitor schools, specific trade bodies, online publications etc.

- Share expertise and insights on the Technology sector through presentations, workshops and resource creation, to drive student learning and interest in Technology career pathways
- Develop and maintain up to date content on relevant sectors for student Career Portal

Collaboration and Stakeholder Management

- Maintain relationship with relevant Peer Leaders (student coaches with experience in the sectors)
- Act as an advisor to student clubs to guide activity and ensure a continuity of coverage with key accounts
- Provide expertise and logistical support for relevant student-led treks and recruitment fairs locally and globally

Knowledge/Qualifications/Skills/Experience required

- Experience in business development and a passion for customer relationship management – you love to get out there and meet people and learn
- An ability to quickly become an expert in the sectors under management and the 'go to' person for stakeholders across the School
- Interest in working in a "value" generating business as opposed to revenue generating business – believe in the impact of higher education and adding value to the student experience
- Self-starter, able to work independently to develop and deliver against a business plan and KPIs
- Proficient in handling and analysing data
- Excellent interpersonal, teamwork and communication skills – will need to be an ambassador for the School internally and externally
- Comfort with ambiguity
- Interested in the latest developments and trends in the technology industry, both in the UK and globally

Resources including team management

No direct line management or budget responsibility.

Staff	N/A
Budgets	N/A
Date Updated	28 October 2024