

JOB DESCRIPTION

Job Title	Senior Learning Manager		
Reports to	Executive Director, Experiential Learning		
Department	Experiential Learning (Degree Education and Career Centre)		
Job Family	Learning – Design Focus	Level	4

About the School

At London Business School we have a profound impact on the way the world does business. We work hard to ensure that we deliver a world-class service and academic excellence.

We offer postgraduate courses for the business leaders of the future. With thought-leading faculty and dynamic learning solutions, we offer a transformational learning experience. One that will broaden our students' professional knowledge and global mindset. We also run executive courses for professionals and corporate clients. These help leaders identify the future focus and strategic direction of their businesses.

London is at our heart. We draw from its status as a financial, entrepreneurial and cultural hub. This attracts a diverse range of students and faculty and creates a wealth of opportunities to network with industry experts. London's global outlook gives us a strong base to reach out to the rest of the world, including staying connected to our worldwide alumni.

About the Department

Degree Education 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

We aim to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers. The Financial Times ranks most of our programmes in the top 10, worldwide.

Experiential Learning (EL) is a significant part of the London Business School degree programme student experience. We challenge our students to apply their learning through a range of transformational experiences with a responsible, real-world impact. This is comprised of three areas:

- Global Experiences
- London Applied
- Student-led Learning

Job Purpose

This dynamic management role is focused on drawing out learning and leadership development opportunities, design and deliver experiential interventions across the EL team and wider school. The key to success is effectively collaborating across teams and departments within the school and implementing best practice experiential learning and andragogical methodology and tools.

The emphasis of this role is three-fold: firstly, to standardize and enhance learning design and facilitation across the EL team, and to co-facilitate the Leadership Incubator and other student-led courses. Secondly, to increase the impact of the broader Experiential Learning team, in line with School priorities. Thirdly, to develop and deliver the Impact Report, building on existing work and making our work visible to internal and external stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key Performance Indicators:

- Deliver a strategy to integrate and embed experiential learning across the entire student experience.
- Deliver an on-going impact strategy and annual report to evaluate, assess, communicate and maximise the impact of Degree Education and Career Centre.
- Co-create and facilitate the Leadership Incubator and wider EL team on learning design and delivery

Key areas of accountability:

Strategy and planning

- Lead on delivery of the annual impact project, through developing, prototyping and implementing a wider impact strategy including evaluation, assessment and communication best practices.
- Ensure that impact plans are aligned to overall School goals.
- Create, manage and facilitate learning design interventions, and embed these within the wider team courses
- Engage in risk management and contingency planning for the team as needed.

Learning design and delivery

- Lead learning design with the EL Team through direct design, as well as advising and/or coaching peers
- Design, deliver and lead sessions within experiential learning courses, ensuring a high quality learning experience as part of the LBS student journey.
- Lead on the design, prototyping and delivery of new experiential learning interventions and initiatives. Draw on expertise within the EL team, other school stakeholders and external best practice.
- Provide consultation to other EL team members to develop and enhance the learning design and facilitation of EL courses and initiatives within Student-led Learning, Global Experiences and London Projects, as well as broader school projects.
- Lead change management activities to understand and assess learning needs of EL courses, and ensure the findings are communicated in an effective and timely manner to stakeholders. Use the findings to develop targeted interventions.

Process management, improvement and change

- Develops and enhances business and team processes and identifies opportunity for service improvement, design & delivery standardisation and increased efficiency of resources.
- Spots opportunities to use learning design as a means of enhancing existing EL courses, and to develop new resources

Relationship and partnership management

- Builds and maintains collaborative relationships with colleagues in Experiential Learning, Learning and Innovation, Degree Education, the Leadership Institute, as well as external stakeholders to further develop and enhance learning programmes and design
- Build relationships with external partners to ensure LBS learning design benefits from best practice and new developments.

Analysis, reporting and impact assessment

- Lead Degree Education's Impact Strategy to continually assess and evaluate the impact of the school on students, beneficiaries and local communities.
- Develop Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

People management

- Defines and communicates the team's priorities and workload, in line with the wider Departmental priorities and team job roles.
- Manages performance/achievement/engagement of colleagues to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.
- Oversees colleague (L3 manager) for the delivery of the Leadership Incubator and Student Awards.
- Actively contribute to the development of all team members (wider EL)

Knowledge/Qualifications/Skills/Experience required

- Proven experience of learning design and facilitation
- Experience with impact assessment and reporting
- Demonstrable knowledge of business education, experiential learning and learning design.
- Proven stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Excellent communication skills with the ability to engage a variety of audiences and the ability to break down complex issues and explain them in simple terms.
- Successful experience managing, developing & motivating others without authority.
- Project management experience with advanced planning skills.
- Demonstrable analytical and problem-solving skills

- Sound understanding of the wider School's offerings and the offerings of our competitors.
- Bachelor's degree or equivalent experience.

Resources including team management

Staff	
Budgets	
Date Updated	17 April 2023 KDP