

# JOB DESCRIPTION

<b>Job Title</b>	<b>Relationship Manager</b>		
<b>Reports to</b>	<b>Sector Lead</b>		
<b>Department</b>	<b>Career Centre</b>		
<b>Job Family</b>	<b>Relationship</b>	<b>Level</b>	<b>3</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

Career Centre is part of a wider team incorporating Degree Programmes and is known as Degree Education and Career Centre reporting to the Associate Dean. Career Centre comprises:

- Employer Engagement Team;
- Leadership Programmes Careers Team (for EMBA's, Sloan Fellows and Alumni);
- Early & Mid-Careers Team (for MiM/GMiM, MFA, MAM, MiF and MBA students);
- Operations/Events support;
- Professional Development team.
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Together with faculty teaching & learning, Career Centre lies at the heart of student & alumni career outcomes, which are a key indicator and consequential driver of the success of any business school. Student & alumni career success drives heightened student interest, quality of student admission as well as further engagement with fast-growing and blue-chip companies and, thus, further student & alumni career success. Career Centre inspires and supports students & alumni to maximise their career potential through the provision of a market-relevant career curriculum and engages with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni.

The Employer Engagement Team focuses on building a pipeline of effective relationships with companies to deliver career opportunities to our students and alumni, as well as providing insights in to the labour market to students and colleagues. We welcome over 200 companies to campus each year through a variety of events and also host over 4500 jobs on our job board each year. Staff are also regularly meeting with students to help them understand and explore career paths in to specific sectors.

## Job Purpose

The Relationship Manager will:

- Work with the industry sector teams to build and maintain relationships between London Business School and external companies to encourage engagement and increase job opportunities for candidates (students). Examples of the industries we cover include; consulting, energy, healthcare etc.
- Proactively lead on business development initiatives to drive new opportunities for students
- Support companies with their talent needs by advising on recruitment timelines/methods and ensuring that job postings and On-Campus activities are managed effectively
- Increase company knowledge of and engagement with the full LBS programme portfolio
- Build relationships with relevant student clubs and professional bodies to support delivery of sector insights to internal and external stakeholders

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

### Key areas of accountability:

#### **Relationship Management and Business Development**

- Support the Sector Lead in maintaining and building business relationships within firms to encourage their engagement with students across all our programmes
- Build a list of target companies and an outreach plan to drive new partnerships and gather insights on the Consulting sector and recruitment trends
- Partner with the Events team to plan and manage on-campus recruitment activity with companies covered and the delivery of networking events (including recruitment fairs)
- Respond quickly and effectively to client queries, e.g. ensuring job postings are accurately posted

#### **Research, Analysis and Reporting**

- Research companies to identify potential targets for the team to approach
- Manage and update recruitment statistics, helping identify trends and changes that have wider implications
- Ensure that the Career Centre CRM system is leveraged to make decisions regarding current and planned initiatives

- Maintain a database of relevant alumni to support events and case studies as required

#### **Labour Market Insights**

- Identify and monitor sources of market intelligence, including bench-marking employment reports for competitor schools, engaging with specific trade bodies etc.
- Collate insights on sector and recruitment trends for dissemination to internal and external
- Stakeholders

#### **Collaboration & Stakeholder Management**

- Maintain relationship with relevant Peer Leaders (student coaches with experience in the sectors) and external advisors
- Liaise with student clubs to ensure a continuity of coverage with key accounts
- Offer logistical support for relevant student-led treks and recruitment fairs on-campus and globally
- Support on other Career Centre projects as appropriate, e.g. generating marketing resources, recruiter events, managing online content

#### **Knowledge/Qualifications/Skills/Experience required**

- Experience of relationship management and business development - you love to get out there and meet people and convert relationships in to meaningful engagements.
- No prior experience of a particular industry is required, but a genuine interest in business and talent management is essential; an executive search or recruitment background would be advantageous
- Interest in working in a "value" generating business as opposed to revenue generating business - interest in higher education and adding value to the student experience
- Self-starter, able to work independently to develop and deliver against business plans
- Proficient in handling and analysing data
- Excellent interpersonal, teamwork and communication skills
- Comfort with ambiguity

<b>Staff</b>	<b>0</b>
<b>Budgets</b>	<b>£0</b>
<b>Date Updated</b>	<b>18/10/2021</b>
<b>Next review</b>	<b>October 2022</b>