

JOB DESCRIPTION

Job Title	Coaching Programmes Administrator		
Reports to	Coaching Programmes Manager		
Department	Career Centre		
Job Family	Business Services	Level	2

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: an Employer Engagement Team; a Leadership Programmes Careers Team; an Early & Mid-Careers Team; a Professional Development team.

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 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 & alumni career success.

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

Job Purpose

The purpose of this role is to support the Professional Development Team in delivering critical business processes with a primary focus on managing the end-to-end payment processes for our external contributors including coaches, peer leaders and other suppliers. This includes supporting the selection process, onboarding of new suppliers, invoice processing, payment, tracking usage and troubleshooting. The post holder will have demonstrable experience of using finance management systems as well as manipulating data using Microsoft Excel.

They will also be responsible for collecting feedback on these external contributors, collating the data and disseminating it as appropriate. The postholder will work closely with both the Coaching Programmes Manager and the Senior Coaching Manager to deliver a high quality experience for the external contributor community.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Analysis and Reporting

- Collate information to produce regular standardised management reports to support decision making within the department.

Collaboration and Support

- Proactively provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues and stakeholders.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- May hold vocational qualification.
- Excellent attention to detail.
- Strong communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, in particular Excel.
- Proactive approach to relationship development with colleagues.
- Excellent time management skills with the ability to organise and prioritise.
- Strong team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.

Staff	None
Budgets	None
Date Updated	Jan 2023