

JOB DESCRIPTION

Job Title	Project Support Coordinator		
Reports to	Professional Development Projects 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:

- Early & Mid-Careers Team;
- Leadership Programmes Careers Team;
- Employer Engagement Team;
- Professional Development team;
- Operations 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 maximise their career potential through the provision of a market-relevant career curriculum, designed and delivered by a team of exceptional Careers Professionals, Career Leads and Career Coaches. Career Centre also engages with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni.

The Professional Development Team develops the professional, leadership and career development provision for students across all degree programmes, using a blended approach of workshop and online learning; oversees the coaching strategy and manages the external coach pools; as well as bringing new thinking and external insights into the Career Centre.

Job Purpose

The purpose of this role is to support the Professional Development Team and key coaching initiatives within Career Centre.

1. Peer Leader Programme

Each year c80 students are recruited and trained as Peer Leaders (PLs) to advise and provide support to other students. PLs work as an extension of the sector leads within the Career Centre.

- Collect and check timesheets
- Work with Payroll and HR to ensure prompt payment of PLs.

2. External Coach Pools

The Career Centre draws on two pools of external coaches – leadership coaches to support OB Faculty teaching and careers coaches/advisors to assist in the delivery of the careers curriculum to students.

- Manage the payment process for the two talent pools – purchase orders, invoice processing and payment
- Collect and disseminate feedback for the two talent pools – send out feedback survey and collate data.

Additionally support the Professional Development team:

- Assist PD team with administrative tasks
- Assist in production of presentations and other written materials across the PD Team
- Contribute to ad hoc projects.

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.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- 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

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.
- Collaboration and Support
- 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.
- Positive feedback from project managers.
- 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.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Comfortable working with numbers
- Good time management skills with the ability to organise and prioritise.
- Good 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.

Resources including team management

Staff	None
Budgets	None