

JOB DESCRIPTION

Job Title	Strategic People Partner		
Reports to	Chief People Officer		
Department	People		
Job Family	Business Services	Level	5

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

Our vision is to have a profound impact on the way the world does business and the way business impacts the world by shaping a collaborative and diverse community where talented people grow and realise their potential.

The People department provides proactive advice and support to School staff (non-academic) in the areas of recruitment, talent management, retention, organisational development, learning and development, inclusion and belonging, performance, reward, employee relations, absence/capability management, disciplinary, grievances and dismissals.

The team, adopting a business partnering approach, works closely with Senior Management, Heads of Departments and line managers to support them in achieving their business goals through their people.

Job Purpose

As an internal consultant, the role works closely as part of the department leadership to implement the School strategy from a people perspective.

Strategic people advisory services include building people capability, planning and management of talent, and developing approaches to people issues that achieve shared organisational objectives.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Drive the development of a people strategy for client departments to enable the realisation of the wider London Business School Strategy, brought to life through specific activities relevant to the area.
- Develop and lead the implementation of people plans to support the achievement of wider departmental/organisational goals.
- Assess against Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Build trusted relationships with senior stakeholders and leaders at the School.
- Partner with client areas to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Coach and build the capability of senior managers to anticipate and pre-empt organisational issues.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex People issues. Effectively manage matrix support from across wider People Team.

Analysis and Reporting

- Analyse key themes from a wide range of data sources including engagement surveys and the HR and Employee Relations dashboards, in order to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.

Compliance

- Stay abreast of the changing legal and policy landscape, assess implications for business areas covered and manage any change required.
- Manage complex ER cases in line with applicable labour law, ACAS code of practice and School policies

Supplier/Contractor Management

- Manage delegated resources (e.g., budgets, equipment and contracts) as appropriate to ensure value for money

Collaboration and Relationship Management

- Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.
- Take the lead on and/or represent the area/department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Project Management

- May manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

Financial Management

- Contribute to the development of budgets for the department.
- Lead the control of relevant budgets to ensure they are well planned, demonstrate value for money and cost is being controlled.

Process Improvement

- Use management information to recommend new/enhanced policies to support business improvement.
- Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in a defined area of Business Services.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.
- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders.

- Excellent stakeholder feedback.
- Development of high-quality policies and processes.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School rankings.
- High-quality work delivered by contractors and agencies.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence particularly at senior levels in the School.
- Excellence at managing internal relationships at all levels; demonstrated coaching skills
- Demonstrable credibility and a network of contacts in an area of expertise.
- Subject matter expert in legislation, policies, tools or systems applicable to own area of specialism.
- Broad understanding of each of London Business School's activities and offerings.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

Resources including team management

- Leads self, matrix management of People Team resources.

Staff	
Budgets	
Date Updated	