London Business School

JOB DESCRIPTION

Job Title	Associate Director		
Reports to	Director		
Department	RFO		
Job Family	Business Services	Level	5

About the School

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The Research and Faculty Office plays a key role at the School in helping to deliver excellence in both teaching and research.

The department provides a comprehensive suite of services for faculty:

(a) Faculty HR Support

Professional and pro-active human resources service for faculty spanning areas of recruitment, professional development, leave, teaching points system, Committee & Board management and reviews.

(b) Research Support

Bespoke support of research activities including management of internal research funding, supporting faculty through application and management of external funds and management of the behavioural lab services. The team is responsible for managing research ethics applications and, through its research committee, provides oversight of the research institutes and centres.

(c) PhD programme

The School runs a PhD programme across all subject areas whose mission is to educate excellent researchers who will be sought after by leading business schools, universities and research institutions around the world.

(d) Subject Areas

The subject areas are a group of seven administrative teams providing support to faculty in two key areas: teaching delivery and research events.

Job Purpose

The post-holder will be responsible for:

- The overall strategic leadership of the Research Support and PhD Programme teams in the delivery of an excellent service to their stakeholders as well as staff across a wide range of departments in the School.

- Leading on a new bespoke research project aiming to amplify the impact of our faculty's world leading research, in collaboration with the Marketing and Communications Teams and faculty.

- The strategic development and implementation of PhD programme policies and procedures to provide a first-rate programme across the student life-cycle from recruitment to graduation and placement, in close collaboration with the PhD Programme Chair (a senior faculty member).

- Supporting faculty research through a wide range of activities including the management of internal research funds, advice on making external grant applications and ensuring compliance with legal requirements including GDPR and research ethics, the work of the Research Lab and the requirements of external grant funding bodies.

They will be a member of the RFO senior team and will work collaboratively across the department to develop and implement its overall objectives.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of the RFO Corporate Plan to enable the realisation of the London Business School vision.
- Lead the Research Support and PhD Programme teams to support the achievement of wider departmental and organisational goals.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of RFO service delivery and the assessment of the quality and impact of learning interventions.

Partnering, Design and Delivery

- Partner with relevant stakeholders to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service delivery within own specialist area.
- Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.
- Lead on broader planning and oversight of operational programme management and be accountable for compliance with all relevant procedures, regulations and quality assurance.

Analysis and Reporting

- Analyse key themes from a wide range of data sources in order to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.
- Produce reports, or oversee the production of reports in own area of specialism, to be used by senior management in the decision-making process.

Compliance

- Lead the creation of policies and procedures for own area and help embed them across the School.
- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.

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 well planned, value for money and cost control.

People Management

- Translate the vision for Research Support and the PhD programme into a meaningful purpose for the team and inspire them to achieve it.
- Develop an appropriate culture through role modeling the School's value, setting behavioural expectations and supporting team well-being. Ensure team members are aware of and comply with all relevant policies and procedures.
- Define and communicate the team's priorities and workload in line with team priorities and job roles.
- Identify development needs, develop plans and create/promote learning opportunities.

Change Management

- Champion change by role medelling the behaviour expected   from all colleagues, develop and communicate plans   to ensure change   is successfully implemented within RFO.

KPIs

- Well-defined, clearly communicated and executed strategies and/or plans for areas of work
- Trusted advisor relationships developed with key stakeholders
- Excellent stakeholder feedback
- Development of high-quality policies and processes
- Smooth operation of reporting cycle, producing accurate data for decision-making
- Projects delivered on time, on budget and to quality standards
- Contribution to revenue and/or engagement targets
- Contribution to the development and delivery of market leading solutions and initiatives
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Resources including team management

Knowledge/Qualifications/Skills/Experience required

- Master's degree or equivalent experience (PhD desirable but not required)
- Extensive engagement with academic research in the social sciences
- Demonstrable credibility with academic researchers
- Ability to manage multiple stakeholders and being resilient
- Entrepreneurial approach to problem solving
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence
- Ability to scan the horizon, identify industry best practice and ability to translate this into into activities in own area of work.

Staff	PhD Programme Manager and PhD Programme Administrator (0.5 fte) and Head of Research Support Team
Budgets	PhD Programme budget Internal research funds
Date Updated	July 2021