

JOB DESCRIPTION

Job Title	Careers Coordinator		
Reports to	Head of Leadership Programmes		
Department	Career Centre		
Job Family		Level	2

About the School

At London Business School we have a profound impact on the way the world does business. 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

The purpose of Career Centre is to enhance the career prospects and outcomes of our students and alumni. We aim to inspire exceptional career management and engage with high quality employers. We develop the career skills of students and alumni, preparing them to take ownership of their career development whilst supporting them to do so with confidence. We also engage with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni. In summary our role is to:

- Create and deliver a career development curriculum
- Coach and consult with students and alumni
- Provide access to a range of networking and career opportunities
- Provide career insights

Career Centre is composed of an Employer Engagement team and two Student Engagement teams – one for Leadership Programmes and Alumni and one for Early & Mid-Careers. Their work is underpinned and enabled by an Operations Team and a Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student and alumni career outcomes which are a key indicator and consequential driver of the success of any business school. Student and 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.

Job Purpose

A key role in the Leadership Programmes and Alumni Career Centre Team, the Careers Coordinator is responsible for supporting the entire team in the management and delivery of projects, events and activities. This role will have key accountability for ensuring an excellent customer experience for students, alumni, staff and external stakeholders and that people are updated on any changes through an effective communications plan. They will lead on ensuring admin support required across the team is delivered to a high standard in line with our brand.

Key Areas of accountability and Key Performance Indicators (KPIs)

Event coordination and support

- Own the execution of the logistics for our Career Centre events. Ensure all events are executed to the highest standards, on deadline and to budget including webinar support - room bookings, catering, buying gifts, checking set up, managing event registration, signage, checking attendee profiles on LinkedIn, creating feedback surveys
- Proactively communicate with student/alumni participants to ensure pre-event and post-events communication (e.g. event reminders, pre-work requirements, allocation reminder details) are clear and efficient for optimal learner experience
- Coordinate events communications with event guests speaker such as alumni participants or faculty: draft invite communication, sending out invites and following up with alumni or guests
- Monitor the take up of events, record attendance and liaise with team members regarding event reservations
- Work in conjunction with other parts of the Career Centre and the appropriate Programme Office to align scheduling; also work closely with the operations, AV and catering teams
- Record FAQs and feedback at Q&A sessions

External resources

- Organise logistics such as rooms, catering, badges, access to computers and any other requirements; answer any questions, provide bookings data for invoicing
- Support the work with our Alumni Career Coaches and other external providers, monitoring use and feedback
- Set up Purchase Orders and send invoices for processing
- Managing the access process for job board requests from our Partner Schools.

Communications

- Support the Careers Programme Manager in putting together content for various channels including Programme and Alumni Newsletters
- Send out reminder emails, signpost via Announcements or WhatsApp group as needed
- Signpost students to relevant resources and answer questions on using Career Centre systems
- Act as contact person for the team and monitor the Alumni Career Centre mailbox, responding to enquiries in a timely manner, escalating promptly where appropriate.

General administrative support

- Review Talent Directories
- Create a database of alumni contacts to help team create alumni profiles/case studies
- Support the team with the creation of key slides in workshop presentations
- Update LBS Careers with relevant presentation slides or other materials

- Collaborate with and support events coordinators in the department

KPIs

- Ensuring all users of Alumni Career Centre have the best possible experience.
- Support delivery of a range of Careers Events under the direction of colleagues
- Excellent relationships are developed with key internal and external stakeholders.
- Effectively support the profile of the team internally in a proactive and professional manner.
- Support activities and logistics related to Leadership Programmes – including communication to students.

Knowledge/Qualifications/Skills/Experience required	
KNOWLEDGE/QUALIFICATIONS REQUIRED: <ul style="list-style-type: none"> • Good A Level or equivalent qualifications • Have solid administrative experience • Good knowledge of Microsoft packages: Word, Excel and Powerpoint SKILLS/EXPERIENCE REQUIRED: <ul style="list-style-type: none"> • Proactive and focused with a 'can do' attitude • Diplomatic approach to managing various stakeholder groups • Excellent organization, detail orientation and planning skills • Ability to handle confidential information appropriately • Passion for customer service and experience • Ability to prioritise and work effectively under pressure to meet deadlines • Good technology skills including a working knowledge of Zoom. <p><i>The role requires some evening working and occasional weekends</i></p>	

Staff	N/A
Budgets	N/A
Date Updated	November 2021