

JOB DESCRIPTION

Job Title	MIF Career Lead		
Reports to	Head of Early and Mid-Careers		
Department	Career Centre		
Job Family	Learning – Design Focus	Level	4

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.

The Early & Mid-Career Programmes Team (EMC), provides career guidance and support to more than 1,500 students:

118 + 73 (4th terms) (post-experience) MiF (2-year groups); 140 PT (working) MiF students (across 2-year groups); 70 each year

990+ (post-experience) MBA (2-year groups)

280 (pre-experience) MIM and G/MIM; 155 (pre-experience) MFA; 80 (pre-experience) MAM

The team is comprised of Career Leads for MiF, MBA, MIM/GMIM/MAM, and MFA, as well as 6 FT and PT coaches. The roles are highly independent and supportive of one another. As such there are times when the focus of the team will switch between programmes.

Job Purpose

The primary role of the MiF Career Lead is to support MiF students in their quest to find post graduate (and/or internship) employment or achieve post-graduate career progression commensurate with their career potential.

This is achieved largely through a combination of strategic planning, career curriculum design and delivery, 1:1 coaching and championing the programme among key stakeholders. To be successful in the role, the Career Lead will also need to oversee the tracking of students' employment outcomes as they seek to maximize their career potential.

Key Areas of accountability and Key Performance Indicators (KPIs)

Strategy and Planning

- Contribute to the strategic development of an integrated career development programme for MiF students, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of the career development programme.
- Lead and champion the MiF career curriculum together with a range of supportive peer group stakeholders including counterpart Programme Director and Director of Admissions.
- Act as an advocate for the MiF programme, as a group and at an individual student level, in the Career Centre, across the school and with recruiters and media (when required).

Programme Delivery and Improvement

- Design career curriculum to meet MiF student career development needs using up to date career skills knowledge, labour market insight as well as student and stakeholder feedback.
- Identify, innovate and develop career learning materials; trial new learning concepts and integrate blended learning to accommodate programme growth.
- Deliver inspirational career workshops. Co-ordinate and manage in-house and /or external contributors/resources to ensure successful learning outcomes within budget and to quality standards and targets.
- Lead the review and evaluation of the career curriculum to ensure that learning delivery remains integrated and innovative and reflects the changing needs and landscape of recruitment markets.

Student/Participant Experience

- Ensure that students are aware of the full Career Centre offering, when and how to access Career Centre support and resources; harness Career Centre team resources and create relevant (digital, hardcopy) career learning content.
- Proactively develop individual relationships with MiF students to ensure good participation levels in Career Centre activities and lead internal/external coaches in reaching out to and engaging students throughout their degree programme life cycle.
- Manage relationships with student representatives on behalf of the Career Centre, collate feedback and share with colleagues and potentially integrate into content.

Scheduling and Resource Management

- Ensure that all scheduling and timetabling activity is efficiently managed, liaising across teams (specifically Career Centre Operations, Programme Office and Central Services) to ensure that all needs are met effectively.
- Provide support/guidance on MiF degree programme life cycle to colleagues ensuring the timely provision of activities, information and resources that supports the continued career development of students.
- Plan the effective use of external coaches and consultants and look for synergies with MiF programme and other EMC programmes for resourcing and budgeting benefit.

Analysis and Reporting

- Manage or commission data collation and analysis to track MiF students' career goals and development progress throughout the degree programme life cycle, to feed into programme planning and delivery and resource allocation, ensuring a high-quality student experience.
- Oversee the collection and reporting of MiF student employment data with a view to securing a >99% reporting rate. Collaborate with relevant stakeholders to ensure accurate rankings material is collated and submitted in a timely manner.
- Review student feedback, share with the team and utilise in further planning.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard and provide

feedback on performance to management. Take any necessary action based on feedback and escalate issue resolution when required.

Product/Proposition/Technical Knowledge

- Research and keep up-to-date with labour market and career development trends and use to ensure that innovative and effective learning solutions are developed.

Collaboration and Stakeholder Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning and student experience outcomes.
- Work collaboratively with EMC team as well as Career Centre Leadership Programmes and Professional Development team on sharing insights and best practices, partnering in development of activities and topics which are relevant across programmes.
- Identify and deliver co-branded events with counterpart Programme Director
- Work collaboratively with Employer Engagement teams to champion the MiF students and contribute to a wide-range and increased number of employer engagement activities that support our students' career goals.

Financial Management

- Responsible for MiF specific budget, as part of the wider Mid Careers budget, fulfilling financial management requirements and ensuring the effective use of financial resources to produce value for money.

People Management

- Manage one career coach and external resources; lead relevant member of Career Centre Operations team to ensure career events are planned and delivered efficiently.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

KPIs

- Delivery of high-quality service in MiF career development.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of learning initiatives aligned with Career Development Competency
- Effective resource management and quality/timeliness of support provided to colleagues.
- High-quality work delivered by third-party contractors and agencies.
- Projects/programmes delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in relevant programme performance.
- Effective tracking of MiF employment outcomes

Knowledge /Qualifications/Skills/Experience required

- Knowledge of the labour market, the ability to design and facilitate workshops and strong communication skills are key enablers of this role.
- Commercial background with emphasis on sectors relevant to MiF programme or significant experience of Higher Education Careers.
- Leading and operating in a matrixed reporting environment.
- Excellent interpersonal, presentation and stakeholder management skills; high emotional intelligence
- Curious, flexible and adaptable. Genuinely open- minded.
- Experience in career coaching, training, mentoring or development; experience designing and delivering engaging career/talent development activities.
- Experience working in a multicultural environment; sensitivity to employment differences between UK and elsewhere.
- The ability to drive and manage projects in a collaborative way, against the backdrop of a busy environment.
- Planning skills and operational foresight.
- A flexible approach to participate and contribute to wider work of the Career Centre, willingness to support colleagues, team-working mind set.
- Comfortable using CRM systems, PowerPoint, Excel Word; experience with virtual learning environments and coaching
- Our busy periods are from August – November, January and would be the times our team needs the greatest support. Annual Leave is generally not taken in the busy periods.

Date Updated

Feb 2020