

JOB DESCRIPTION

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| Job Title | Programme Manager – Alumni Careers | | |
| Reports to | Head of Alumni Careers | | |
| Department | Career Centre | | |
| Job Family | Relationship | Level | 3 |

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 careers and professional development curriculum
- Coach and consult with students and alumni
- Provide access to a range of networking and career opportunities
- Provide employment insights

Career Centre is composed of an Employer Engagement team, a Career Management Team, supporting all our graduate masters programmes, and a Professional Development team, driving our approach to skills and professional development across all our programmes, as well as manage the data and employment outcomes information of our Students. The Alumni Career Centre sits alongside these teams providing alumni of all programmes access to lifelong career learning support.

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

Lifelong alumni learning is a strategic priority for London Business School. This role supports the work of the Alumni Career Centre to plan and implement the careers curriculum and offer for our global alumni population of 55,000+ business leaders.

This role is the operational hub of the Alumni Career Centre and will involve managing the delivery of our programme of events, workshops and masterclasses (virtual and in-person) as well as the marketing and promotion of all events and activities. The role will also have a strong emphasis on the management of information; evaluating/tracking what we do and producing regular management reports on activity. With an opportunity to demonstrate your creativity, it will involve curating and preparing and disseminating content for internal and external audiences.

A significant aspect of the role is supporting Alumni engagement as part of the Alumni Career Centre (ACC), which is a strategic priority for London Business School. This role has responsibility for supporting the range of activities that Career Centre deliver for, and with, alumni. To that end, there are two key areas that we focus on:

To support alumni with their career development, providing relevant information and advice along with connecting them with employers, opportunities and resources.

To identify opportunities where alumni can support the Career Centre objectives.

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In this role you will work with a vibrant community of Programme Leads, Coaches, Sector Managers, Faculty and Learning & Development professionals. You will also partner with a wide range of colleagues across the Career Centre to share best practice and ensure the scalability of our alumni career centre activities in the context of the wider Departmental and School agendas.

To support the School's digital agenda, this role should be up to date with digital innovations in order to the maximise alumni digital experience.

Key Areas of accountability and Key Performance Indicators (KPIs)

Programme (event) Management operations

- Working with the Senior Programme Manager and the Head of Alumni Careers, support the development, planning and delivery of our annual programme of events and workshops
- Manage all aspects of alumni/student events and webinar programme ensuring smooth running of all operational logistics from event planning through to execution.
- Work closely with the operations, AV, and catering teams to host in-person events. Be the 'face' of Alumni Career Centre and network with alumni. Report on attendance, manage event feedback process, and manage event budget(s)
- Manage all Alumni Careers activity at Alumni Reunions (2x annually) including scheduling career coaching; supporting career workshops; marketing and communicating the Alumni Career Centre offer
- Ensure all events are executed to the highest standards, on deadline and to budget

Relationship Management and Development

- Manage the alumni coaching service: liaise with the alumni career coaches, maintain an accurate coaching client database, collect, and report on alumni feedback and manage the external coaching pool onboarding, communications, and invoicing process
- Manage relationships with any third-party providers; Identify and review new opportunities and resources, including managing the on-boarding and set-up process for new external suppliers.
- Maintain relationships with counterparts in other business school and encourage

collaboration e.g., reciprocal event invites; access to our reciprocal partner job boards; referrals to new resources; ideas for speakers

- Work across the Career Centre to identify how alumni can support the student careers curriculum

Analysis and Reporting

- Liaise with stakeholders to prepare reports to inform review, planning and decision making
- Update and maintain all activity trackers and ensure all data is captured in the relevant internal systems (coaching, event attendance, enquiries etc).
- Connect regularly with Advancement (alumni relations) to ensure Alumni Career Centre engagement activity is integrated into the broader Alumni engagement data landscape
- Maintain the Alumni Career Centre budget, capturing all spend and tracking invoicing and payment, escalating any issues to the Head of Alumni Careers.

Communications and Engagement

- Run effective marketing and communications campaign for all events, working in close collaboration with our Advancement (Alumni Relations) team.
- Plan, create and update Alumni Career Centre pages on the website, Portal and Alumni Hub. Maintain up to date event listings and resource information and feature new resources in a timely manner
- Manage all newsletters working closely with relevant departments such as Advancement and Marketing teams
- Regular postings on the Portal/Hub discussion boards and LinkedIn
- Own, manage and update collateral and 'user guides' in collaboration with the Brand and Marketing team.

General Operations and Support

- Be the point of contact for all alumni related enquiries, ensuring all queries are responded to in a timely manner and liaising across the school to ensure alumni queries are answered, whilst providing an excellent level of customer service.
- Share Alumni Career Centre activity and updates with colleagues in Career Centre and Advancement, ensuring our activity is connected with and communicated to Students at the relevant points in their LBS journey.
- Research content that can be used to support our stakeholders on the topics of career development, such as articles and TEDTalks.
- Collaborate with and support other Coordinators, Programme Managers and Assistants across the department

Knowledge/Qualifications/Skills/Experience required

- University/Undergraduate degree preferred, or related experience in the talent / L&D or higher education space.
- Demonstrable experience in relationship management and/or customer service
- Previous experience working with alumni populations an advantage
- Project or events management experience
- Excellent organisation and time management skills
- Strong communication skills, with the ability to engage a wide variety of audiences; marketing experience an advantage
- Analytical skills; the ability to manage data and create reports
- Ability to deliver with creativity, flair and a 'can do' attitude
- Flexible approach to working hours; some evening and weekend work required

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| Staff | No |
| Budgets | No |
| Date Updated | May 2023 |

