

JOB DESCRIPTION

Job Title	Career Skills Events Coordinator		
Reports to	Career Skills Events Manager		
Department	Career Centre		
Job Family	Learning- Programme Management	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

Career Centre is part of a wider team incorporating Degree Programmes and is known as Degree Education and Career Centre reporting to the Associate Dean. Career Centre comprises:

- an Employer Engagement Team;
- a Leadership Programmes Careers Team (for EMBA students, Sloan Fellows and Alumni);
- an Early & Mid-Careers Team (for MiIM/GMiM, MFA, MiF and MBA students);
- an Operations Team;
- a Professional Development team.

Together with faculty teaching & learning, Career Centre lies at the heart of student & alumni career outcomes which are a key indicator and consequential driver of the success of any business school. Student & 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. Career Centre inspires and supports students & alumni to maximize their career potential through the provision of a market-relevant career curriculum, designed and delivered by our team. Career Centre also engages with organisations to understand their talent needs, as well as facilitate recruitment and networking opportunities between employers and our students & alumni.

The Early & Mid-Career Programmes Team, of which the successful candidate will be a

member, provides career guidance and support to more than 2,000 students made up approximately of:

- 280+ (pre-experience) MiM & GMiM (+4th term students)
- 210+ (pre-experience) MFA
- 80+ (pre-experience) MAM
- 1000+ (post-experience) MBA (2 year groups)
- 130+ (post-experience) MiF (+ 4th term students)
- 140+ PT (working) MiF students (across 2 year groups)

The team comprises 4 Career Leads for MiM/GMiM/MAM, MFA, MiF and MBA; 7 career coaches and two career events staff (of which this role is one.) The roles are interdependent and supportive of one another. As such, there are times when the focus of the team will switch between programmes.

Job Purpose

As a key member of the EMC Team you will:

- Take responsibility for the management and delivery of the Career Centre's skills events programme, including core programme skills events, specialized events by programme, and help on community events, recruitment events and receptions.
- Prioritise, plan and effectively project manage multiple, concurrent events and deliver with creativity, flair and imagination.
- Market Career Events to appropriate audiences following direction from departmental stakeholders.
- Maintain and uphold the reputation of the Careers Centre and the wider department as a whole when collaborating with internal and external clients.
- Revise event policies and procedures where necessary in line with the evolution of business needs and used as a resource of best practice for the wider School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Career Event Planning and Management

- Engage with key stakeholders to ensure their concept for the Careers Event is fully formulated and ready for an Event Manager or Event Coordinator to manage.
- Plan and deliver a range of events, career skills workshops, networking sessions, individual sessions and large group events.
- Manage day-to-day activities and logistics related to the Career Centre Careers Events programme and communications to delegates/participants/recruiters
- Event administration such as loading events onto relevant systems is organised, accurate and follows established policies and procedures.
- Ensure events executed to the highest standards, on deadline and on budget.
- Ensure final sign off is sought for all costs related to career events budgets
- Processing invoices and expenses related to careers events.
- Ensure relevant feedback is gathered and collated as per the departmental feedback programme.

Programme-specific resourcing and communications

- Primary point of contact for students and staff enquiries related to Career Events programme.
- Respond to student queries, assisting them with Career Central on-line sign up system and event enquiries.
- Building strong relationship with all stakeholders including external providers, speakers, executives in residence and provide high level customer support to them

Careers Events Marketing and Communications

- Be familiar with newsletter creation platform and be able to act as a back up
- Understand the layout and be able to edit LBS Canvas pages when needed, uploading files to Canvas and recordings to Mediasite, deleting Zoom meetings
- Assist with events marketing collateral design and implementation
- Assist in CV book creation as needed

Brand Management

- Quality assure content developed for Careers Events to ensure it is consistent and in line with brand guidelines.
- Act as a brand champion – sharing examples of best practice with colleagues and stakeholders to support continuous improvement.

Analysis and Reporting

- Liaise with stakeholders to prepare reports to inform review, planning and decision-making. Run reports on Career Central.
- Assist with collecting and uploading student outcome tracking information
- Act as an expert user for Leap and Career Central set up and reporting as relates to EMC team needs. Ensure career coach team are using the system and reporting capabilities efficiently and taking advantage of relevant features.
- Conduct research and data analysis to identify trends and provide actionable insights to further develop Careers Events and enhance the department's reputation.

Financial Management

- Monitor and review budgets for allocated Careers Events for EC

Process Improvement

- Monitor processes, systems and practices in place for events delivery. Document processes to share with team. Actively advise team of potential ways to improve delivery methods.
- Effectively use Airtable to help with reviewing coaching resourcing of scheduling requirements.

Partner with stakeholders across the school

- Build active and collaborative partnerships with stakeholders across the school including Career Centre colleagues, students, external coaches, Degree Programme Office, DPT, Advancement, Recruitment & Admissions.
- Stay informed on events platforms and management topics across the groups, making sure the CC team is making use of new ideas and best practice.

Provide services to LBS Career Centre and the wider School

- Trial and suggest new technology and ways of working, covering in-person, hybrid and virtual delivery.
- Rotate leading on and contributing to cross-departmental events task force support team.
- Contribute to team or cross-departmental projects/discussions, sharing expertise and ideas.

Knowledge /Qualifications/Skills/Experience required

- Degree qualified or other relevant qualification.
- Events Management experience (desirable but not essential)
- Excellent communications skills with the ability to engage a wide variety of audiences.
- Excellent organisational and time management skills
- Strong attention to detail
- Strong analytical and problem solving skills
- Budget management experience
- Flexible approach to working hours – some evening and weekend work required.

Key Stakeholders

- Current Centre Team
- Students and Alumni
- Other departments within the school as noted above
- Service providers and Facilities management
- External speakers, recruiters

KPIs:

- Positive feedback from colleagues, students and stakeholders
- Delivery of high-quality service to colleagues, students and other stakeholders
- Timely response to and resolution of enquiries, requests and issues
- Strong cross team working relationships with key stakeholders
- Production of high-quality reports, tracking and identifying trends and issues
- Effective resource management, and quality/timeliness of support provided
- Ensuring accuracy and integrity of data in relevant systems
- Contributions to process reviews and operational improvements
- Champion change by role modelling the behavior expected from all colleagues and consider the impact of change on all processes, systems, processes and people to ensure appropriate steps are taken for successful implementation

Date Updated

December 2020