

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Engagement and Programme Manager
<b>REPORTS TO:</b>	Executive Director of The Leadership Institute
<b>DEPARTMENT:</b>	London Business School Leadership Institute
<b>LEVEL:</b>	Freelance, Fixed Term Contract
<b>ABOUT THE SCHOOL:</b>	It is the vision of London Business School to have a profound impact on the way the world does business; nurturing talent and advancing knowledge in a multi-national, multi-cultural learning environment.
<b>ABOUT THE DIVISION:</b>	<p>London Business School is a highly respected international business school, comprising a community of celebrated faculty, students, alumni and colleagues.</p> <p>Housed within London Business School, the Leadership Institute has as its primary focus the establishment of a world renowned research centre, thought leader, and specialist events holder on issues relating to 21<sup>st</sup> Century Leadership Challenges.</p>
<b>JOB PURPOSE:</b>	<p>The purpose of the Leadership Institute is to cast a bridge between the academic and practitioner worlds. The Institute has no predetermined agenda or position. We are dedicated to the rigorous analysis and synthesis of data to establish and promote new applied insights and so facilitate a better understanding of effective leadership in the 21st Century</p> <p>In this role you will be the trusted business partner for the Leadership Institute. You will work seamlessly with senior stakeholders across the School and externally. You will translate our strategic objectives into actionable outreach plans.</p> <p>You will collaborate with colleagues within the Marketing &amp; Communications, Career Centre, Exec Ed, Degree Programmes and Advancement teams to ensure that we are able to leverage the resources available to us as an Institute and establish our reputation as the leading authority on effective leadership in the 21<sup>st</sup> Century</p>
<b>KEY AREAS OF RESPONSIBILITY AND KEY PERFORMANCE INDICATORS (KPIs):</b>	
<b>STRATEGY AND PLANNING</b>	<ul style="list-style-type: none"> <li>Working closely with the Executive Director, responsible for managing the process of creating the twice yearly report to the Research Centre Reporting Committee and compiling specific areas of content pertaining to budget, progress of funded research projects, outreach activity and benefits resulting from such activity</li> <li>Responsible for contributing to, and supporting the implementation of, strategic initiatives as defined in the RCRC report</li> <li>Responsible for measuring and reporting progress of implementation of strategic and project plans to the Academic and Executive Director</li> </ul>
<b>OUTREACH AND CONTENT</b>	<ul style="list-style-type: none"> <li>Responsible for supporting the delivery an integrated Outreach campaign in partnership with Advancement, Marketing, Communications, Executive Education, Faculty and others to achieve the Leadership Institute's objectives, including: <ul style="list-style-type: none"> <li>A range of content lead events</li> <li>A range of personality lead events</li> <li>Funded research</li> <li>Use of social media through our digital strategy</li> <li>Engagement with Students</li> <li>Engagement with Alumni</li> </ul> </li> <li>Lead the planning and delivery of events across the Academic year to showcase a variety of key personalities and content developed by Leadership Institute funded faculty</li> <li>Responsible for building and maintaining strong relationships with Advancement and Marketing and Communications to identify and manage opportunities to engage with potential donors, increase external awareness and ensure results are maximised in line with stated objectives</li> </ul>

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	<ul style="list-style-type: none"> <li>• Cultivate strong and effective stakeholder relationships with Executive Education, Alumni and Past Participant Manager, identifying opportunities to share the outputs of LI efforts with their stakeholders</li> <li>• Responsible for co-developing and managing, alongside the Academic and Executive Directors, content for the Leadership Institute part of the London.edu website is developed and maintained, working collaboratively with the Associate Director, Marketing and Communications, plus other key stakeholders within Marketing and Communications (Associate Director, PR, Marketing and Communications), the Leadership Institute and Faculty</li> <li>• Manage all incoming enquiries pertaining to members of the Leadership Institute team who are sought after to speak at Leadership focused conferences and seminars</li> <li>• Responsible for the CRM of assigned/selected external partners, key personalities and leadership subject matter experts</li> <li>• Responsible for overseeing, in partnership with, in the first instance, the Academic Director, and subsequently the Executive Director any major research programmes that the Leadership Institute is commissioned to undertake by internal groups or external institutions</li> </ul>
<b>RESOURCE MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Manage distribution of funds to research projects and in collaboration with the Executive Director partner with faculty (and adjuncts)</li> <li>• <del>Responsible for leveraging the resources available to the Leadership Institute and creating a cohesive digital strategy, working collaboratively with Associate Dean, Digital Learning, and their team.</del></li> </ul>
<b>LEADERSHIP AND TEAM WORKING</b>	<ul style="list-style-type: none"> <li>• Deputise for the Executive Director at stakeholder engagement meetings according to availability and necessity</li> <li>• Working in collaboration with the Academic and Executive Directors, Influence Senior management at the School, Academic Staff and key stakeholders to buy into and support strategy</li> <li>• Manage positive and productive relationship with Deputy Director, Associate Director and Senior Development Manager within Advancement</li> <li>• Manage positive and productive relationship Associate Director, and Associate Director PR within Marketing and Communication</li> <li>• Manage positive and productive relationship with broad cross section of Executive Education stakeholders</li> <li>• Manage positive and productive relationship with broad cross section of with Student Association stakeholders</li> <li>• Manage positive and productive relationship with Senior Leadership Institute stakeholders and contributors (internal and external)</li> <li>• Manage the Coordinator of the NextGen NED Network to ensure the operational agreements of LBS are achieved</li> </ul>
<b>COLLABORATIVE WORKING</b>	<ul style="list-style-type: none"> <li>• Work effectively with internal and external resource to ensure that plans are fully supported</li> <li>• Attend and contribute regularly at Leadership Institute meetings and meetings with other key departments</li> <li>• Identify opportunities for cross School working and collaboration to enable better delivery of activity to multiple segments</li> <li>• Responsible for liaising with the Dean's office to engage the Dean in appropriate Outreach opportunities</li> </ul>
<b>Other</b>	Any other duties, related to the role, as assigned by the line manager.
<b>KNOWLEDGE / QUALIFICATIONS REQUIRED:</b>	<ul style="list-style-type: none"> <li>• Bachelor's degree or equivalent</li> <li>• Proven track record in designing and delivering leadership development-oriented events and/or programmes</li> <li>• Extensive knowledge and interest in the concepts of Leadership and Leadership effectiveness in global organisations</li> </ul>
<b>SKILLS / EXPERIENCE REQUIRED:</b>	<ul style="list-style-type: none"> <li>• Outstanding relationship building skills with internal and external clients and suppliers</li> <li>• Strategic planning skills and experience</li> </ul>

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	<ul style="list-style-type: none"> <li>• Extensive project management experience, including strong prioritisation skills</li> <li>• Excellent interpersonal and communication skills</li> <li>• Leadership, influencing, negotiating skills at all levels</li> <li>• Proven change management and strategy execution/deployment capability</li> <li>• Ability to design and deliver workshop / interactive style meetings</li> <li>• Experience of facilitating large and small group interactions</li> <li>• Experience of allocating, managing and controlling budgets</li> <li>• Excellent conflict management and resolution skills</li> </ul>
<b>BEHAVIOURAL EXPECTATIONS:</b>	See the Living and Breathing the Values frameworks
<b>KEY STAKEHOLDERS</b>	<ul style="list-style-type: none"> <li>• Marketing &amp; Communications colleagues</li> <li>• Career Centre</li> <li>• Advancement colleagues</li> <li>• OB colleagues</li> <li>• Executive Education colleagues</li> <li>• External partners</li> </ul>
<b>RESOURCES INCLUDING TEAM MANAGEMENT:</b>	<p><b>Staff:</b> 0.5 ad hoc project management resources that might be commissioned to support specific project management skills</p> <p><b>Budgets:</b> £500,000</p>
Date updated:	July 2020

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### London Business School Values Framework

ENGAGED
<ul style="list-style-type: none"> <li>• Exhibit enthusiasm, passion and positive attitude to job, tasks, responsibilities and the School</li> <li>• Demonstrate commitment to the School's Vision and goals</li> <li>• Apply best efforts and care to what we do especially one's impact in how quality of experience is delivered to our stakeholders</li> <li>• Be inquisitive; take an interest in what happening outside immediate team; proactively involved with activities, projects and opportunities beyond core responsibilities</li> </ul>
ECLECTIC
<ul style="list-style-type: none"> <li>• Listen and be open to others' ideas and suggestions; respect other opinions, perspectives and backgrounds and be thoughtful about differences</li> <li>• Handle conflict constructively</li> <li>• Think outside the box; consider creative and innovative approaches to doing things</li> <li>• Gain insight from many sources and integrate this into own tasks/problem solving to create a richer solution</li> <li>• Consider the impact of actions on diverse stakeholders' experience and adapt accordingly</li> </ul>
COURAGEOUS
<ul style="list-style-type: none"> <li>• Dare to challenge the status quo; use own initiative to try doing things differently</li> <li>• Take calculated risks</li> <li>• Show persistence and determination when faced with challenging situations</li> <li>• Proactively solicit and provide constructive feedback to achieve improvement</li> <li>• Embrace accountability and responsibility for own decisions and actions</li> </ul>
AMBITIOUS
<ul style="list-style-type: none"> <li>• Constantly challenge through setting stretch goals, pushing outside comfort zone, striving to exceed expectations; seek excellence in carrying out responsibilities</li> <li>• Forward looking; think long term as well as day to day</li> <li>• See the big picture and identify and seize opportunities for the School to excel</li> <li>• Open to self-development and self-improvement and proactively seek opportunities to realise these</li> <li>• Take on tasks beyond role which provide opportunities to contribute and develop</li> </ul>
COMMUNAL
<ul style="list-style-type: none"> <li>• Constantly seek opportunities to collaborate with own team and with others outside the team/department to enable profound impact</li> <li>• Work across boundaries to realise the School's Vision, goals and plans</li> <li>• Share knowledge, information, ideas, best practice and resources with own team, other teams and other stakeholders</li> <li>• Contribute to building and be ready to adopt new ways of working as these are developed across the School</li> <li>• Build connections and networks across the School; enhance network among stakeholders</li> <li>• Treat all members of School community equally - with respect</li> </ul>