

JOB DESCRIPTION

Job Title	Operations & Planning Manager		
Reports to	Head of Operations & Planning		
Department	Advancement		
Job Family	Business Services	Level	3

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. 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

Advancement is formed of the Alumni Engagement, Giving, and Operations & Donor Relations teams under the leadership of the Associate Dean, Advancement.

The alumni community links more than 47,000 alumni in more than 130 countries. The School provides alumni with a range of services including access to an extensive range of online services including library databases and contact information for alumni, students and faculty via LBSHub. Alumni interests are represented by the Alumni Council made up of 25 elected alumni together with five representatives of the School, including the Dean.

The Development team raises the philanthropic funds needed to support the School's ambitious growth and to secure its position in the premier league of business schools. It works closely with the Dean, faculty, alumni, friends, corporates, foundations and others to secure funds needed to support faculty chairs, research initiatives, scholarships and campus development.

Job Purpose

To support the Advancement Planning process and proactively connect individual team plans and activities across the department via a centralised planning framework. This includes working with the senior leadership of the department throughout the year, to establish objectives and goals; agree key performance indicators; and track, monitor and report on results.

To manage a range of formal and informal activities that support team engagement. This includes learning and development opportunities; planning and information sharing meetings; networks; and social activities.

To support on a range of operational tasks which will ensure the smooth running of the Advancement department. This ranges from supporting the centralised reporting process, overseeing the 'One Team' administration group, assisting with contract renewals and working to ensure the department adheres to relevant policies, procedures and data legislation.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Work with the Advancement Leadership Team and other senior managers to create, communicate and monitor the corporate planning process
- Use planning knowledge, tools and techniques across a range of different areas to deliver robust annual plans
- Manage the Advancement Town Hall meetings (co-ordinating diaries, preparing presentations, liaising with speakers etc), and other planning related interventions across the year including departmental and team away days
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service
- Provide training and guidance to colleagues or stakeholders on the range of planning frameworks and operational processes used across Advancement
- Create and share presentations related to annual team plans.

Analysis and Reporting

- Work across the department to develop appropriate Key Performance Indicators and track and measure against the annual plan
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making. Support the departmental centralised reporting process where necessary.

Contractor Management

- Assist with departmental contract renewals and oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables
- Act as the main point of contact for procurement in Advancement.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery
- Play an active role in joining the dots between projects and activities at a team-level across the department in order to support the annual corporate plan. This may be identifying where there are alignments between different objectives across the team or critical dependencies.

Financial Management

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making
- Support financial planning as required and in line with annual business planning.

Process Improvement

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

People Management

- Develop and manage learning and development activities for the department. Working with a range of stakeholders within Advancement, the People Team and other School departments
- Support the promotion and extension of School and Department networks, including but not limited to the Managers Network; Parents and Carers; Black Employee Network; Proud at LBS
- Support the recruitment, onboarding and leavers processes and activities across the team
- Support policies, processes and technical support that enable smart-working.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality planning and support services
- Identification and delivery of a range of departmental learning and development opportunities
- Area/team compliance with necessary regulations/processes (including procurement, health and safety, smart working)
- Production of high-quality reports, with the identification of trends and issues
- Timely and robust onboarding of contractors
- Development of relationships within and outside the team, and positive feedback from colleagues
- Improvements to processes and procedures in own area of specialism
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- May be working towards relevant professional qualification
- Excellent stakeholder management skills and confidence to work with senior members of staff
- Good communication skills and the ability to break down technical issues and explain them in layman's terms
- Excellent organisational skills and meticulous attention to detail
- Proven experience in process improvement
- Strong analytical and problem-solving skills
- Positive experience of working within a customer-services orientated environment
- Budget management experience (desirable)
- Experience of procurement processes and contract management

Staff	N/A
Budgets	N/A
Date Updated	20 July 2022