

Senior Business Development Manager

May 2017

£43,173 to £49,986, with the potential to progress to £56,205 based upon performance



Introduction

If you are an outstanding individual who has first class relationship management skills and a track record in managing and developing partnerships to drive maximum value, this role is for you. This is a new post which will join an ambitious and motivated team working across a number of globally renowned programmes in a world famous institution. For the successful applicant it represents a career defining opportunity to make a significant impact for the LSE.

The London School of Economics and Political Science has a proud and illustrious history. In 120 years has grown to be one of the world's foremost institutions for social science and related fields. LSE alumni and faculty members have been awarded 16 Nobel Prizes in economics, peace and literature. At least 37 past or present Prime Ministers, Presidents and Premiers have come from the School. Our graduates continue to lead in business, law, and other fields. Our professors continue to reshape knowledge of fundamental academic and 'real-world' importance.

This rich heritage, our extraordinary global character, and our emphasis on social science knowledge that addresses major contemporary challenges, all set us apart.

LSE's mission charges the School with making a positive difference to the world through bringing research-based knowledge to public problems and educating students with the capacity to lead in solving those problems. The LSE 2020 Strategy sets out how the School will continue to excel and lead globally in every aspect of this mission. Achieving this ambition in the context of increasing competition and a challenging funding environment requires the School to raise significant funds to invest in teaching and research activity.

The LSE's open enrolment short courses and distance learning degree programmes are recognised as global leaders, and in addition to contributing to the School's education mission generate critical revenues which enable the School to achieve its goals.

The ongoing success and future growth of these programmes is reliant upon establishing long-term, mutually beneficial organisational partnerships, in particular with overseas universities and corporate organisations in the UK and abroad. We are now recruiting for two talented business development professionals to join our team to both generate and support these partnerships.

These are new roles, and on a day-to-day basis you will:

- be able to utilise the benefits of top-level support from the School leadership team, academic buy-in and the global reputation of the LSE
- have the opportunity to work alongside world renowned experts from across LSE's academic faculty
- play a key role in enabling the LSE to realise its public contribution.



The LSE is investing approximately £250 million in capital projects to transform the campus. The surplus generated from the Summer School, Executive & International Programmes is key to financing these works.

The Summer School, Executive and International Programmes Unit

The Summer School, Executive and International (SSEI) Programmes Unit is a highly successful and commercially driven team that delivers LSE's open enrolment short courses and distance learning degree programmes:

LSE Summer School

The LSE Summer School is recognised a global leader, and is one of the top two Summer School programmes in the world measured by student enrolments, attracting over 6,000 participants annually, the majority studying on the LSE campus over an intensive 12 week period every summer.



University of London International Programme

The University of London International Programme (UoLIP) was the originator of distance learning more than a century ago. In excess of 20,000 students across nearly 40 countries are currently studying LSE designed degrees either through distance learning or accredited organisations. The programme is steeped in history, boasting numerous notable alumni including Nobel prize winners and a number of world leaders.



Executive education

Our growing programme of executive education open enrolment courses attracts a global audience of senior leaders from the private and public sectors. They achieve excellent recommendation rates from participants, and the School has a strong ambition to grow our market share over the coming years.

Methods Summer Programme

The Summer Methods programme provides postgraduate level courses teaching social science research methods targeted at students, researchers and professionals from across the world.

People and culture

The SSEI Unit consists of 34 staff who are responsible for delivering our portfolio of programmes including student recruitment and admissions, marketing, quality and programme development. Last year our programmes generated an impressive £25 million for the LSE (approximately 8% of the School's total operating revenue), and we have an ambition to double this over the next 5 years. The team work closely with the LSE academics who teach our programmes to ensure we continue to innovate and grow. All our programmes operate in increasingly competitive markets, and this is reflected in our culture which has a focus on quality, ambition and pace. Combined with the School's commitment to providing the resources necessary to achieve SSEI's goals over the coming year, this is a Unit where staff can make a significant impact whilst developing their career.

Business development and partnerships

The ongoing success and future growth of the SSIE programmes is reliant upon establishing long-term, mutually beneficial organisational partnerships.

UoLIP teaching institutions

Institutions teaching the UoLIP programmes can offer students the opportunity to achieve a UK undergraduate degree or graduate diploma, and study a course developed by LSE academics. There are currently over 50 institutions teaching the UoLIP programmes across the world. International demand for higher education is forecast to grow rapidly over the coming decade, driven by political, economic and demographic factors. The UoLIP programmes provide a strong platform for institutions to grow at pace and stand out from competitors.

Summer School

We partner with universities who encourage their students to attend LSE Summer School. Attending Summer School allows students to directly engage with LSE's world-class faculty, with many Universities offering credit for completing an LSE Summer School course. It also provides students with the cultural and academic enrichment of studying abroad for part of their degree.

Corporate organisations

Corporate organisations (in the UK and abroad) partner with the LSE to equip their staff with the skills and knowledge to achieve their organisational objectives. Organisations can benefit from access to the LSE's world class research and the support to apply this to their context.

The Senior Business Development Manager

The Senior Business Development Manager plays a key role in this work, working within a target driven environment with responsibility for:

- Delivering first-class relationship management to our existing partners, which maximise their potential
- Establishing a framework which ensures the LSE provides a consistent and appropriate level of support to enable partners to achieve their goals
- Ensuring the LSE focusses our support and resources on the partnerships which deliver, or have the greatest potential to deliver, the largest impact for the School.

This role is focussed on developing our relationships with existing partners so you will need to be able to demonstrate the vision, business development and influencing skills to inspire existing partners to raise their level of ambition for their involvement in LSE programmes and commit their own resources in delivering this. As this is a new role, the successful candidate will be able to combine excellent relationship management skills with the vision and ideas to develop our approach to managing our institutional relationships. In particular, we need to ensure our most valuable resources (time of senior leadership, academic and non-academic staff and financial support) are used where they can have the greatest impact.

Our partners are spread across the world, and where possible we use technology to communicate with them. However, the nature of the role means the post holder must be prepared to undertake international travel from time to time.

The role

Job title

Senior Business Development Manager

Location

Summer School, Executive and International Programmes

Houghton Street

London, WC2A 2AE

Reports to

Deputy Director, Summer School, Executive & International Programmes

Duties and responsibilities

- Develop and deliver a programme of LSE support for SSIE partners which drives successful partnerships whilst enabling the LSE to prioritise our resources based upon strategic and financial value
- Create and deliver partner development plans to grow existing SSIE partnerships to ensure long-term relationships and maximum value for LSE
- Account manage existing SSIE partners and ensure the LSE meets our partnership obligations and celebrates/recognises key milestones and achievements with partners
- Collaborate with the Senior Business Acquisition Manager to develop propositions to secure, and then oversee the successful launch of, new partnerships
- Identify partnerships which are at risk of failing to achieve target, and develop plans and activities to address this
- Work with the Deputy Director (Summer School, Executive & International Programmes) to define business development priorities, strategy and projected partnership budgets
- Build networks with key decision makers and influencers within our SSIE partners, including involving and briefing School leadership and academics where appropriate
- Provide regular reporting to senior internal stakeholders on partnership results and progress
- Develop an excellent working relationship with key internal and external stakeholders involved in the SSIE programmes, including LSE academics and the University of London global engagement team
- Protect the School's external reputation and brand by ensuring appropriate due diligence is maintained on existing partners
- Maintain written and electronic records of partner relationships, in accordance with relevant LSE and statutory requirements.
- Lead on discrete projects, as they are identified and arise.

Salary

This is a Band 7 post, offering a competitive salary and benefits package. The salary range is £43,173 to £49,986, with the potential to progress to £56,205 based upon performance. There is normally a cost of living pay increase effective from the 1 August each year.

Person specification

Essential experience

- Proven experience of growing and retaining business partnerships to achieve and extend agreed targets
- Proven experience of building long-term relationships and inspiring trust and confidence with high level stakeholders
- Understanding of, or demonstrable interest in, the higher education sector
- Experience of creating and monitoring short, medium and long term plans
- Proven ability to develop strong, time effective processes and systems to drive forward activity
- Experience of project delivery: including issue management and escalation and reporting
- Educated to degree level or equivalent.

Skills, abilities and attributes

- Performance and target driven
- Exceptional listening and oral communication skills; an inspiring and engaging communication style
- Excellent writing and public presentation skills, with the strategic thinking, creativity and vision to produce bespoke and attractive propositions and proposals
- Exceptional influencing skills, with a confident and persuasive approach
- Ability to maintain trust, confidentiality and discretion.

Behaviours and motivation

- Dedicated team player with the desire to grow within an organisation
- Highly professional, flexible and committed to going above and beyond the remit of the role to achieve and exceed targets
- Self-starter, able to spot opportunities, maintain focus and adapt their approach to overcome hurdles
- Tenacious and self-motivated approach to work
- Capacity to be comfortable in a rapidly changing working environment and the ability to adapt to changing demands and tight deadlines
- Ability to plan and organise own workload and consistently meet deadlines, recognising when escalation is appropriate
- Willingness to take responsibility for tasks and outcomes, ensuring a clear brief.

LSE staff benefits

Location

The LSE is located in the heart of Central London, with Covent Garden, the Southbank and Leicester Square all close by.

Health and wellbeing

- Medical Centre: an onsite medical centre is available to all staff who face emergencies while at work. It also offers reduced rates for services run by visiting specialists/health practitioners (acupuncture, osteopathy, sports massage)
- LSE Students' Union gym: all staff members are offered discounted membership at the LSE SU gym, which offers a range of strength performance equipment and is staffed by a qualified team of experts. There is a small joining fee.
- Dentist: the School has an onsite private dental practice, which provides special rates for LSE staff and students.
- Private health insurance: BUPA offers LSE members of staff a discount on the standard BUPA care rate.
- Staff counsellors: we offer a counselling service to help with any work-related and/or personal problems.

Travel

- Season ticket loan: to cover the cost of an annual, standard class season ticket for travel between home and work.
- 'Cycle to Work' scheme: eligible staff may lease bicycles and cycle safety equipment (for commuting purposes) free of income tax, National Insurance and partially free of VAT.

Generous leave

Staff can take 25 days' annual leave per year, in addition to eight closure days and eight public holidays.

Work/life balance

Our family-friendly policies have won multiple awards. As well as our family leave options, we offer the following:

- Nursery: LSE runs a small multi-cultural nursery, providing care for children aged between six months and five years. There is a salary sacrifice scheme for members of staff who use the nursery.
- Childcare vouchers: we offer a salary-sacrifice scheme which can be used to pay for any registered provision.
- Flexible working: all staff with at least 26 weeks' continuous service may apply to work flexibly.

Career development

LSE believes that training and development are in the best interests of both the university and the individual. We offer a range of internal development and support activities through our Teaching and Learning Centre (TLC), Library, IT Services, Human Resources Division, Language Centre and Careers.

Facilities and events

- Public events: LSE has a regular programme of free events and seminars on a wide range of subjects, including politics, society, architecture and art. Other events include evening and lunchtime concerts.
- Senior Common Room: all staff may join the Senior Common Room, which is well stocked with newspapers and periodicals. Membership also allows you to use the staff dining room.
- Library: LSE staff are automatically members of the Library, which is internationally recognised for its specialist national and international research collections of social science material.
- Faith Centre: LSE respects the importance of religious identity to many of its staff and students. We have on campus a state-of-the-art multi-faith facility for worship, prayer, interfaith discussion and hospitality, where members of our community can take time out away from the noise of everyday working life.

Next steps

Contact

If you would like an informal conversation about this role, please contact **Russell Brooks**, Deputy Director (Summer School, International & Executive Programmes) on 020 7852 3628 or r.brooks2@lse.ac.uk.

Apply

Applications must be made online through the LSE website. Please visit, www.lse.ac.uk/jobs. The closing date for applications is 11.59pm on **Sunday 11th June**.