

# JOB DESCRIPTION

<b>Job Title</b>	<b>Programme Administrator, Executive MBA (London)</b>		
<b>Reports to</b>	<b>Programme Manager</b>		
<b>Department</b>	<b>Degree Education and Career Centre – Executive MBA London</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>2</b>

## 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

The Leadership Programmes unit is part of the Degree Education and Career Centre team of over 100 staff who play a vital role in the success of London Business School. The Leadership team of 25+ people is responsible for designing, marketing and delivering five executive degree programmes serving over 400+ students admitted each year: the Executive MBA London and Dubai, EMBA-Global with Columbia Business School, EMBA-Global Asia with Columbia and Hong Kong University and the Sloan Masters in Leadership and Strategy. These world class global programmes must be academically rigorous, relevant to the marketplace, and be financially viable.

## Job Purpose

To contribute to the delivery of a high quality experience for our students by providing effective administrative support as a member of the programme office team. To offer a professional, accurate, reliable and timely service to all our clients (students, faculty and colleagues) and to generate ideas for continuing improvement and innovation.

The post holder will be required to work across EMBA streams, and assist with mainly first year, and some second year administration.

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **Key areas of accountability:**

#### **Product Knowledge**

- Maintain up to date knowledge of all aspects of the Degree Programmes offered at London Business School.

#### **Students Experience**

- Provide a first line contact service to students and other stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.
- Provide administration for core and elective courses.
- Provide essential support to events such as Orientation and Capstone.
- Coordinating the logistics of orientation, core class weekends, and congregation as directed by the Programme Managers.
- Provide support for first year communications.
- Build effective working relationships with students and be able to answer day-to-day queries.
- Establish effective communication with students both in person and remotely between class weeks.
- Be alert to student welfare issues and escalate to the EMBA Programme Managers as necessary.
- Assist with SEATs student attendance system administration (queries, changes and communications) as directed by programme managers.
- Assist programme managers with class reps' elections, communications, and facilitate event if required.
- Administer leadership skills with first year programme manager and career team.
- Assist programme manager with events throughout year (Sundowners, Alumni dinner, Class Reps Dinner)

#### **Learning Delivery Support**

- Order programme materials and resources ensuring that appropriate stock levels are maintained and within budget.
- Support the production and distribution of programme information and material via the university online platform Canvas, ensuring the information provided complies with School regulations.
- Efficiently coordinate events and activities such as Capstone, Orientation, Alumni Dinners and Congregation, anticipating and meeting students' and other stakeholders 'needs.

- Liaise with external hotels to provide accommodation during residential class weeks. Liaise with the facilitators and manage all administration associated with EMBA- business skills workshops.

### **Administration**

- Co-ordinate and manage calendars and diaries e.g. of faculty members to support efficient and effective working across the team.
- Provide additional administrative support to the Senior Programme Manager and Programme Director as and when required.
- Coordinate all areas of course administration including organising nameplates, badges, business cards, room bookings, catering and events and preparing and processing course materials.
- Respond to enquiries in a timely manner ensuring that queries are addressed or escalated as appropriate to enable effective resolution.
- Provide administrative support in the preparation of annual Exam Board meetings and coordinate the production of graduation packs if requested by programme manager.

### **Analysis & Reporting**

- Update school databases and systems to ensure student records are up to date and data are recorded in line with established processes.
- Maintain processes for data sharing and recording to enable efficient service delivery to students.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to enable effective planning further.
- Assist programme managers with student visa records, and update school database as required.

### **Collaboration and Support**

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.
- To have an effective working relationship with the other Programme Administrators to ensure a consistent approach to programme administration.

### **Financial Management**

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

### **Process Improvement**

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency and effectiveness.

## **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and department.

### **KPIs:**

- High-quality support service provided to customers, colleagues and stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

## **Knowledge/Qualifications/Skills/Experience required**

- Educated to degree level or equivalent.
- Administrative experience preferable in a Higher Education environment.
- Commitment to providing an outstanding level of customer service.
- Excellent written communication and interpersonal skills and the ability to work with a variety of stakeholders.
- Sound knowledge of Microsoft Office packages including Word, Excel, PowerPoint and Outlook.
- Experience of using and managing large databases and CRM systems.
- Proactive approach to building and maintaining a good relationship with colleagues.
- Excellent attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Willing to work some evenings and weekends.

## Key stakeholders

- EMBA students
- Degree Programmes team
- Faculty
- External providers, hotels, conference centres
- Other programme offices and support services, e.g. facilities, catering, accounts
- Companies, referees, high-profile speakers
- Alumni

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	