

JOB DESCRIPTION

Job Title	PhD Programme Manager		
Reports to	Claire Tapia, Associate Director, Research Support and PhD Programme		
Department	Research and Faculty Office		
Job Family	Learning	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

The Research and Faculty Office provides support for faculty in the following areas:

- (a) Faculty Support: Faculty HR, faculty-related committees and teaching administration and support for Subject Areas through the management and guidance of subject area administrators
- (b) Research Support: Research grant funding, research-related committees and managing the Behavioural Lab.
- (c) Delivery of the PhD Programme.

Job Purpose

The PhD Programme Manager is responsible for the day to day operation and delivery of the PhD Programme. The purpose of the role is to manage the student life cycle from admission to graduation, through student management and progress monitoring, pastoral care, and ensuring the quality of the student experience.

The PhD Programme currently has around 90 full-time registered students and aims to admit up to 20 new students each year. Students receive extensive training through coursework during their first two years and devote a further three years to undertaking high quality, independent research relevant to business and management.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Planning

- Contribute to the development of operational plans for the delivery of the PhD Programme, providing information to enable efficient and effective planning that meets programme objectives.

Learning Delivery

- Plan and deliver the key programme milestones: completion of courses leading to the award of MRes degree; 2nd Year Research paper; MPhil/PhD Transfer; Thesis examination and graduation in accordance with well-defined processes, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure successful delivery.
- Create policy documents, course information and/or best practice guides, liaising across teams to gather data and ensuring that guidance and regulations are kept up-to-date and contribute to the delivery of high-quality learning interventions.
- Monitor the completion of standard processes and activities to ensure regulatory compliance.
- Monitor the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.

Student Experience

- Manage the efficient and timely distribution of information to students selecting the most effective form of communications.
- Understand individual student needs and maintain a sound understanding of London Business School services, providing individual guidance and support to enable students to meet their needs and optimise their use of School resources.

Compliance

- In collaboration with the Visas and Financial Aid Team, to issue CAS for incoming PhD students, in accordance with School guidance and published Home Office requirements.
- Ensure students who are on a Student visa continue to regularly engage with their programme and to follow-up with any student whose attendance drops below the required levels.
- To work closely with the Visas and Financial Aid team to ensure that all required Home Office reporting is completed in the appropriate timeframes and in full accordance with UKVI requirements.
- To ensure that all PhD students have and maintain throughout their studies the required immigration permission that allows them to study in the UK.

Analysis and Reporting

- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and/or cost of learning interventions, undertaking research as required to gather information against quality standards.
- Undertake data analysis, developing recommendations to inform planning and decision making to create a more effective student experience.

- Liaise across the team and other departments to prepare reports to inform review, planning and decision making.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of intelligence, identifying new opportunities and the development of high-impact learning experiences.
- Provide specialist information and guidance across School departments as necessary to inform other programmes of work.

Financial Management

- Monitor and review financial activity to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within the PhD Programme, 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

- Responsibility for the line management of the level 2 administrator, who also supports the Research Support team.
- Ensure the administrator is a highly engaged and productive member of staff, and well-informed about new developments in the Programme, the School and external issues.
- Give feedback on performance through regular meetings and Focus Sessions.
- Provide opportunities for relevant training and personal development.

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 learning programmes, events and resources.
- Projects delivered on time, on budget and to quality standards and targets.
- Compliance with necessary regulations/processes.
- Timely and robust co-ordination of all internal and external resources.
- Production of high-quality reports, with the identification of trends and issues.
- Development of relationships within and outside the team, and positive feedback from all stakeholders.
- Up-to-date and accurate financial information for own service area.
- Improvements to processes and procedures in own area of specialism.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Experience of using software related to own team or department to extract, analyse and report on data.
- Sound understanding of the wider School's offerings and those of competitors.
- Sound project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Demonstrable knowledge of business education and/or relevant sector.
- Budget management experience.

Staff	PhD Programme/Research Support Administrator
Budgets	PhD Programme operational budget
Date Updated	April 2022