London Business School

JOB DESCRIPTION

Job Title	**Programme Administrator**
Reports to	**Student Experience Manager**
Department	**Degree Education and Career Centre**
Job Family	**Learning** **Level** **2**

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 Degree Education Office is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes, which includes the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and HKU), the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and modular) and the Masters in Management. The Education portfolio represents over 50% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

Job Purpose

To support the delivery of high quality student experience with particular focus on engaging with the class to ensure that every student receives effective, tinely, professional and personalised service. To ensure all students and colleagues receive a constantly high level of customer service.

Working within a team of Programme Administrators, in assisting the Student Experience Managers, Programme Delivery Managers and Programme Director and Senior Team in the overall direction, development and delivery of the programme as well as the provision of high quality student support and an exceptional student experience.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Learning Delivery Support

- Monitor levels and order standard materials/resources ensuring that appropriate stock levels are maintained within budget.
- Support the efficient and professional production and distribution of learning materials which meet internal and external regulations e.g. copyright standards to help to deliver high-quality learning interventions.
- Efficiently co-ordinate events and activities such as workshops, conferences or exam invigilation in line with policy guidelines, anticipating and meeting practical student/ participant/stakeholder needs.

Administration

- Co-ordinate and manage calendars and diaries e.g. of faculty members to support efficient and effective working.
- Respond to standard enquiries promptly ensuring that questions are addressed or escalated as appropriate to enable effective resolution.

Analysis & Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate information sharing and data recording that enables efficient service delivery to students, completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- May conduct analysis to support the identification of trends and forecasting to further enable effective planning.

Student/Participant Experience

- Provide a first line contact service to students/participants/stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.

Scheduling/Resource Management

- Organise the allocation of resources for stakeholders, programmes and/or activities to optimise the most effective use of resources.

Collaboration and Support

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student/participant/ stakeholder experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.

- Act as a point of referral for less experienced colleagues to help to resolve issues and problems within the team.

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/or department.

KPIs:

- High-quality support service provided to customers, colleagues and stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Timely availability of materials and supplies.
- 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

- Further education or equivalent.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good 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

Staff	
Budgets	
Date Updated	