

JOB DESCRIPTION

Job Title	Programme Administrator – Masters in Financial Analysis		
Reports to	Programme Manager – Masters in Financial Analysis		
Department	Degree Education		
Job Family	Learning – Programme Management	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 division is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes spanning all career stages and includes;

- 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)
- Masters in Finance (full-time and part-time)
- Sloan Masters in Leadership and Strategy
- Masters in Management & Global Masters in Management
- Masters in Financial Analysis
- Masters in Analytics and Management

The Education portfolio represents over 60% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

The Masters in Financial Analysis, launched in 2016, is aimed at recent graduates looking to take a first step into the finance world. It places an emphasis on practical application and features a broad portfolio of financial industry tools.

The MFA programme runs for 12 months full-time and participants are selected to create a class of diverse nationalities from quantitative undergraduate study backgrounds. The optional fourth term is designed to offer students greater flexibility in their career recruitment options which are dependent on an extended period of study.

Job Purpose

We're looking for a collaborative and organised Programme Administrator to

- Contribute to the delivery of a high quality and outstanding experience for all Masters in Financial Analysis students.
- Provide outstanding administrative support to and offer a professional, accurate, reliable and timely service to all stakeholders.
- Assist in planning and delivering projects and events, using excellent collaboration skills to work closely with multiple stakeholders across the School.
- Support the Programme Director, Senior Programme Manager, 2 Programme Managers and wider Graduate Masters Team in the development and implementation of new initiatives and ongoing growth of the Masters in Financial Analysis as part of the Graduate Masters community.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Administration

- Manage the MFAteam email mailbox. Respond to enquiries from all stakeholders promptly, ensuring that questions are addressed or escalated as appropriate to enable effective resolution.
- Co-ordinate and manage the student calendar and team diaries.
- Maintain accurate and well-organised student files.
- General office management e.g. filing, archiving, distribution of mail.

- Create letters according to student requests, following guidelines and processes.
- Work with Operational Delivery to create student seating charts. Distribute and display seating charts to students and faculty.
- Create student graduation packs and administer the distribution of degree certificates to students.
- Monitor levels and order standard materials ensuring that appropriate stock levels are maintained within budget.
- Support the efficient and professional production and distribution of materials which meet internal and external regulations to deliver high-quality communications.

Student Experience

- Contribute to an excellent MFA student experience through engaging and interacting with the students on a day to day basis, attending events and building effective working relationships with the students.
- Provide an excellent first-line contact service to students and stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.
- Manage elements of the MFA skills courses as directed by both Programme Managers and Senior Programme Manager, including communications, student sign-up and allocation, liaising with facilitators and stakeholders, taking attendance and administering feedback.
- Provide administrative and logistical support for key programme projects and events e.g. Orientation & Foundations, London Business Challenge Week, Mentoring programme, Congregation, skills courses, and social events.
- Event/project management of certain events/projects throughout the year, also working with the Masters in Management and Masters in Analytics & Management programme team on joint endeavours.
- Develop a strong knowledge of the programme in order to best advise students.

Communications

- Maintain clear and timely communications with students via email and Canvas, including managing specific Canvas pages.
- Create and publish the weekly student newsletter.

Analysing & Reporting

- Maintain accurate student attendance records and monitor student performance at regular intervals in line with department and School-wide attendance policies, reporting to appropriate team members and creating weekly faculty attendance reports.
- 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.
- Management of student feedback.
- Collation and logging of student feedback at key student meetings.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Create questionnaires and surveys for students as required and provide clear analysis of the results.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.

Collaboration and Support

- Liaise as required across the School to ensure efficient communication and the smooth delivery of 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.
- Act as a point of referral for less experienced colleagues to help to resolve issues and problems within the team.

Financial Management

- Manage the events and catering budget, accurately forecasting and reconciling expense activity.
- 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.
- 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.

- Consistently follow MFA processes and procedures with continuous improvement and innovation in mind.

Other Responsibilities

- Act as deputy for the Programme Manager if/as required
- Any other duties assigned by the Programme Director, Senior Programme Manager and/or both Programme Managers

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

- Undergraduate degree or equivalent.
- Outstanding written and oral communication skills and the ability to address a variety of stakeholders.
- Excellent attention to detail.
- Strong time management skills with the ability to organise and prioritise, even at the busiest times.
- Outstanding team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to specific activities or situations.
- Sound working knowledge of standard IT packages, systems and databases.
- Proactive approach to relationship development with colleagues.
- International experience or outlook and understanding of cultural diversity.
- High degree of motivation and positive energy.
- Commitment to customer care and supporting students to achieve their potential.
- Willingness to work on some weekends and outside of normal working hours when required.

Staff	
Budgets	
Date Updated	24/10/2024