

# JOB DESCRIPTION

<b>Job Title</b>	<b>Programme Manager</b>		
<b>Reports to</b>	<b>Senior Manager</b>		
<b>Department</b>	<b>Early Careers – MiM, GMiM &amp; MAM</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>3</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 mind-set. 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.



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## About the Department

The Degree Education Office 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 Early Career portfolio includes the Masters in Management, aimed at recent graduates looking to take a first step into the business world, the double degree Global MiM, the Masters in Financial Analysis and the recently launched Masters in Analytics and Management that blends the applied data analytics skills recruiters demand with world-class teaching in general management.

The MiM and MAM programmes run for 12 months full-time (with an option to extend by one term) and students are selected to create extremely diverse cohorts. The MiM was recently ranked #1 in the UK and #3 in the world by the Financial Times (2018).

The double degree Global MiM, which was launched in September 2015, aimed at students with an interest in gaining a two-world mind-set through supporting students' understanding of business in Asia through a second year spent in Shanghai with partner school Fudan.

With the MiM having recently undergone a major programme redesign, together with the launch of our newest programme – the Masters in Analytics and Management this August - it is currently in an exciting time of strategic change and development for the team.

## Job Purpose

The purpose of this post is to work with the Programme Management team to manage the day to day running of the MiM/GMiM and MAM Programme. The post-holder will be responsible for contributing to delivery of an exceptional programme experience, for all aspects of stream management for up to 90 students, and implementing new initiatives that will enhance the overall programme experience.

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



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## **Key areas of accountability:**

### **Planning**

- Plan and deliver a range of key programme elements in accordance with well-defined project plans and processes, and contribute to more complex projects with guidance from senior colleagues as required, to ensure their successful delivery.

### **Learning Delivery**

- Proactively contribute to the implementation of an all-encompassing learning experience for our students by supporting the Programme Director and the Senior Managers in enhancing the individual components of this experience.
- Manage the operational delivery of key programme elements and events which could include the Skills portfolio, Speaker Series and Closing Day.
- Demonstrate effective planning to ensure the delivery of operations required to support Academic excellence, including management of academic processes.
- In collaboration with the Global Experiences team and other key stakeholders, contribute to the development, planning and delivery of one or more of the Global Immersion Field Trips, ensuring a high quality experience, in line with the overarching design and strategy. Attend trips as required to ensure a quality experience for students and the effective overall operational delivery.
- Provide support to the Senior Managers with the organisation of programme elements, such as Electives and support cross-programme activities as required.
- Be fully aware and up to date with all Regulations and policy which the programme and student are required to fulfil/adhere to in order that the school is compliant. This includes but is not limited to UKVI requirements and school policies.

### **Student Experience**

- Provide outstanding service to all MIM/GMIM/MAM students and ensure the smooth running of the programme.
- Manage a stream of students within the cohort, developing student relationships, providing pastoral support, monitoring attendance & study group progress and conducting student academic progression meetings.
- Manage the efficient, timely and accurate distribution of information to students using various methods of communication and responding to queries in like manner.
- Develop an effective working knowledge of all aspects of the programme, to be able to support students and the development of the programme.

### **Scheduling/Resource Management**

- Support the Senior Managers in working with the Operational Delivery team to coordinate the programmes scheduling and timetabling requirements

### **Analysis and Reporting**



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- Conduct feedback for programme elements as required, undertake data analysis, developing recommendations to inform planning and decision making, to create a more effective student experience.

## **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of information, identifying new opportunities and contributing to cross-departmental projects.

## **Financial Management**

- Take budgetary responsibility for own areas of activity as required. Accurately track, monitor and review spend and contribute to the quarterly forecasting process.

## **Process Improvement**

- Monitor processes, systems and practices within areas of responsibility, 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.

## **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about to help support its successful implementation.

## **People Management**

- Responsible for 2 direct reports (Programme Administrators) and oversight of their areas of responsibility.
- Ensure direct reports understand the link between their role /contribution and the wider teams/department purpose.
- Ensure direct reports are aware of and comply with all relevant policies and procedures.
- Set individual priorities, and review/provide feedback/support on performance/impact/progress to ensure that the individual achieves own and contributes effectively to wider goals. Support direct reports in identifying learning needs and identify/promote learning opportunities, to enable good performance and impact in current role and appropriate career progression.

## **KPIs:**

- Delivery of a high-quality programme experience.
- 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 outputs and communications.
- Development of relationships within and outside the team, and positive feedback from all stakeholders.



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- Up-to-date and accurate financial information for own areas.
- Improvements to processes and procedures in own areas of specialism.

## Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Excellent written and verbal communication skills.
- Sound project management skills.
- MS Office and IT database skills; knowledge of web technology would be helpful.
- Excellent interpersonal and stakeholder engagement skills with experience of managing a large range of different stakeholders.
- People and budget management experience.
- Proven organisational abilities with excellent forward-planning & time management skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Commitment to excellence, customer orientation and service.
- A flair for making sense of complexity, for developing systems and procedures.
- High degree of motivation and energy.
- A team player, but also a self-starter able to operate independently.
- A "people person" whose competence and leadership skills generate trust, confidence and respect from both students and colleagues.
- Ability to work under pressure and sustain a high level of professionalism during the busiest times.
- International experience or outlook and understanding of cultural diversity.
- Demonstrable knowledge of business education and/or relevant sector.
- Willingness to work on some weekends and evenings and to travel.

## Resources including team management

2 Programme Administrators

Staff

Yes



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<b>Budgets</b>	Yes
<b>Date Updated</b>	01/05/2019

