

JOB DESCRIPTION

Job Title	Senior Manager, Student Experience, EMBA London		
Reports to	Director, EMBA Programmes		
Department	Leadership Programmes, Degree Education and Career Centre		
Job Family	Learning – Programme Management	Level	4

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

Degree Education and Career Centre (DECC) 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), the Masters in Management and Global MiM (MiM) and the Masters in Financial Analysis (MFA). The Degree Education portfolio represents over 60% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times. The department also plays an essential role in supporting the School's brand and reputation.

The Executive MBA programmes span London and Dubai. This challenging programme is designed for mid-senior career, working professionals with 8 or more

years of work experience. Each intake is highly diverse in terms of nationality and geography, around 30% of London MBAs commute from overseas. There are two intakes each year, in January and September. Students all begin their journey in London at Orientation and then continue the programme on their respective campuses. The London first year streams come to campus on alternate Fridays and Saturdays. In the second year, all students can choose to take electives in Dubai or London before they come back together for Capstone.

Job Purpose

- Play a pivotal role in delivering a high quality and outstanding experience for all EMBA students and the faculty teaching on the programme.
- Develop, lead and motivate the EMBA Programme Management team of two Programme Managers and an Administrator to delivery excellent experiences to the EMBA classes.
- Work closely with the EMBA Planning and Operations Team to ensure a seamless programme experience for all EMBA students.
- Maintain strong relationships and high levels of collaboration with peers in Dubai and the London leadership team, as well as key colleagues in central teams and other programme offices.
- Work closely with the Programme Director in the development of the programme and implementation of enhancements and new initiatives. Where necessary, deputise for the Programme Director on EMBA matters.
- Take part in cross-programme activities that support the overall objectives of the department and School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the EMBA programmes, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader DECC operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

Programme Delivery and Improvement

- Lead on the delivery of the EMBA and take responsibility for all required elements of the customer journey, coordinating with key internal and external stakeholders to ensure successful learning outcomes within budget and to quality standards and targets.

- Work closely with departments across the School and, where required, external suppliers, to ensure high quality services are consistently delivered and to actively find solutions to issues as they arise and implement improvements where possible.
- Oversee the production and dissemination of programme/course information, learning resources, materials and guides, ensuring the production is of high quality. Work across Leadership teams, to develop and implement an annual student and alumni communications and events plan.
- Work with faculty, subject areas and students to ensure that faculty have a strong understanding of the expectations of their students. Lead the review and evaluation of relevant learning provision, programmes and activities to ensure that learning delivery remains at the forefront of business education.
- Keep up-to-date with external thinking around EMBA programmes, developing and adapting innovative practice to continuously improve effective programme delivery and learning experiences within London Business School.
- Ensure that the student experience team are kept well informed about all relevant developments, processes and regulations in the school that relate to the student experience, and that they have strong communications briefings on specific areas when necessary.

Student/Participant Experience

- Oversee the co-ordination and delivery of a world-class learning experience for EMBA students, faculty and other stakeholders.
- With the Admissions team, create and review the study groups. Support admissions by regularly reviewing and feeding back on the incoming cohorts.
- Support that stream managers to be the primary student relationship managers for the streams.
- With the Programme Managers, Senior Programme Manager, and Programme Director, develop and deliver regular, high quality class briefings and interactions virtually and face to face. This will include some travelling to Dubai, and supporting stream managers to do the same where necessary.
- Act as a point of escalation for severe or consistent student issues and conduct investigations into misconduct where appropriate.
- Build relationships with Career Centre to support delivery of the career development programme.
- Ensure that students/participants are aware of LBSs' offerings, what differentiates the School and have access to support and resources as required to enable the most effective learning experience. Where necessary gather data and feedback to Students Association and other areas of the school to ensure that EMBA are included in relevant offerings.
- Build excellent relationships with the Class Representatives.
- Design and lead feedback activities, which contribute to enhancements and the continuous improvement of student/participant /stakeholder learning and experiences. Oversee the production of reports to share feedback with the Programme Directors in London and Dubai, faculty and stakeholders.

Scheduling and Resource Management

- Be the main contact for the Lead Coach from the EMBA Programme Team, ensuring that the EMBA coaching journey is well supported and managing the relationship with the Learning and Development team in Career Centre to ensure a consistent and well-managed approach for students where appropriate information is shared between the different stakeholders.

- Provide support/guidance to faculty and colleagues, ensuring the timely provision of information and resources that enables high-quality teaching. Ensure that feedback given by faculty and academic reps is collated and fed into future planning.

Analysis and Reporting

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning/customer experience initiatives.
- Provide oversight and management of all academic progression records, ensuring that procedures for record keeping are compliant with current legislation.
- Collaborate with the Dubai team to ensure that all information for Exam Board is accurate in content and presentation. Attend Exam Board, and ensure that the transition between student and alumni status is smooth and well managed.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take any necessary action based on feedback and escalate issue resolution when required.

Industry Knowledge

- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective learning solutions are developed. Understand, and be able to communicate, information related to the EMBA rankings to students and other stakeholders as required.

Collaboration and Stakeholder Management

- Represent the EMBA Team at all student related meetings, including Extenuating Circumstances Panel, ensure that the voice of the working professional is represented, and that issues are escalated where necessary.
- Actively represent EMBA, and, where necessary, Leadership Programmes on designated panels and committees.
- Actively engage in Admissions and Recruitment activity where required.

Financial Management

- Support the Director, EMBA Programmes in forecasting and managing budgets and fee payment.
- Provide oversight and direction to team regarding budgetary responsibilities and ensuring value for money.

People Management

- Assist the Programme Director in translating the DECC vision in to a meaningful purpose for the team and inspire them to achieve it.
- Set and develop appropriate culture for the team, through role-modelling the School's values, setting behavioural expectations and supporting team wellbeing. Ensure team are aware of and comply with all relevant policies and procedures.
- Define and communicate the team's priorities and workload, in line with the wider Departmental priorities and team job roles. Manage performance to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.

- Role model, encourage and enable collaboration across the team(s) and with partner schools, to ensure high levels of engagement and collective achievement of goals.
- Support team members to identify development needs, develop and implement a L&D plan for team and create/promote learning opportunities to enable good performance and impact in current role and appropriate career progression.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Role model and foster an innovative approach in the team and ensure that ideas are recognised, recorded, discussed, and where appropriate, implemented.

Additional Responsibilities

- Deputising for the Programme Director as appropriate.
- Other duties as delegated by the Director, Executive Director or Associate Dean

KPIs:

- Delivery of high-quality service in own area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.
- Projects/programmes delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in relevant programme performance.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Successful experience managing, developing & motivating a team.
- In-depth knowledge of business education/specialist area.
- Excellent analytical and problem solving skills.
- Experience in effectively managing external suppliers/contractors.

- Financial management experience and commercial acumen.

Resources including team management
<ul style="list-style-type: none">• Programme team: Two stream managers and a programme administrator• Some budget management

Staff	
Budgets	
Date Updated	