

JOB DESCRIPTION

Job Title	Programme Manager – Student Experience and Programme Management		
Reports to	Programme Director		
Department	Degree Education and Career Centre		
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.

The Dubai Centre has been in operation for 15 years, offering a world-class Executive Masters in Business Administration (EMBA) programme and Executive Education based in the heart of the financial district in the DIFC. As the Dubai Centre enters its second decade in the region we are continuing to develop our offering to meet the School's vision in the middle east.

About the Department

Degree Education plays a vital role in the success of London Business School. We are responsible for designing, marketing and delivering the School's portfolio of degree programmes. Each year we admit and graduate approximately 1,500 post-graduate students across all levels of experience. At any point in time, we will have approximately 2,300 students in our midst. The 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 department is led by the Associate Dean and 5 Executive Directors who in turn lead each of Career Centre, Central Services, Degree Programmes & Student Experience, Experiential Learning, and Recruitment & Admissions. The department has approximately 200 staff.

This role will be part of the Degree Programmes & Student Experience Division which manages a portfolio of degree programmes with a focus on consistent and innovative programme delivery, process improvement, and student experience enhancement.

Every year we recruit approximately 1,600+ students from all over the world, and at any given moment we have more than 2,500 students. Our students study in London, Dubai and New York.

The Dubai-London Executive MBA is an integral part of our EMBA offering and is closely tied to the EMBA London programme. The Dubai programme is a challenging course of study in both Dubai and London that leads to a London Business School MBA. Our campus is in the prestigious Dubai International Financial Centre. There are two intakes (September and January) of 100-120 students admitted annually. The LBS Dubai EMBA is organised in a modular format that permits students to continue their careers while they complete the requirements of the Executive MBA degree. The timetable is based on a residential week in London for Orientation and the Opening Module, additional days in London for Capstone teaching, four days a month in Dubai in the first year to complete the core courses, and participation in the School-wide elective portfolio in London and Dubai in the second year. Students in the Dubai-London Executive MBA programme are an integral part of the School's global community.

Job Purpose

Primary responsibility for managing the delivery of Dubai-based programmes and supporting the Programme Director and Senior Programme Manager – EMBA Dubai.

To build and sustain effective working relationships with students, faculty and colleagues within the Degree Programmes Office and across the School (in Dubai and London). Work collaboratively with the EMBA Programme Management team in London, providing professional and efficient student service and a seamless programme experience to all students.

Due to the nature of our programmes, the role requires regular out of hours working which is managed across the team on a rota basis.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Planning

- Contribute to the development of operational plans for the area, providing information to enable efficient and effective planning that meets area/departmental objectives.

Learning Delivery

- Plan and deliver a range of learning events in accordance with well-defined processes, and contribute to more complex projects with guidance from more senior colleagues, to ensure the successful delivery of the EMBA Dubai Programme.
- 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.
- Oversee the accurate production of and updates to learning materials across all channels to support the delivery of programmes and learning activities.
- 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 and stakeholders selecting the most effective form of communications.
- Understand individual student needs and maintain a sound understanding of London Business School offerings, providing individual guidance and support to enable students to meet their needs and optimise their use of School resources.
- Support student welfare / pastoral care / academic counselling; escalating student behavior issues, misconduct and mapping students on programme elements.

Scheduling / Resource Management

- Liaise within and across stakeholders to understand cross team and stakeholder scheduling and timetabling requirements.
- Co-ordinate and communicate the efficient planning of schedules accordingly.

Analysis and Reporting

- 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.
- Work with external regulatory bodies relevant to EMBA Dubai Programme – submitting accurate data within timelines.

Collaboration

- Collaborate closely with team members across London and Dubai as well as other departments across the School to enable cross department working, sharing of intelligence, identifying new opportunities and the development of high-impact learning experiences.
- Dubai Programme Projects – support Dubai based programme projects to ensure the continued enhancement of the EMBA Dubai Programme.
- Work closely with Dubai campus colleagues in the various departments and cross collaborate where possible.

Financial Management

- Monitor and review financial activity for own area 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 area of specialism, 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.

KPIs:

- Delivery of high-quality learning programmes, events and resources.
- Projects delivered on time, on budget and to quality standards and targets.
- Area/team 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.
- Demonstrable knowledge of business education and/or relevant sector.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Strong analytical and problem solving skills.
- Sound project management skills.
- Excellent organisational skills and meticulous attention to detail.
- 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.
- Budget management experience.

Resources including team management

Thorough training will be provided during Onboarding. Continuous professional development opportunities are available beyond the role.

Staff	Formal reporting line to Programme Director with dotted line reporting to the Senior Programme Manager – EMBA Dubai
Budgets	No direct budget management responsibility
Date Updated	01 st June 2023