

JOB DESCRIPTION

Job Title	Programme Manager, Masters in Financial Analysis		
	Senior Programme Manager, Masters in Financial Analysis		
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.

About the Department

Degree Education and Career Centre 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), the Masters in Analytics and Management (MAM) and the Masters in Financial Analysis (MFA). The Degree Programmes portfolio represents over 60% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times, including both the FT ranked #1 in the world Masters in Finance. 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. Having had a successful first two years, in 2018 the programme expanded to include a second stream of students

and an optional fourth term, including the opportunity for students to undertake an international exchange.

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 or with relevant experience. 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

- Play a pivotal role in delivering a high quality and outstanding experience for all Masters in Financial Analysis students.
- Stream management responsibility for one stream of MFA students, providing outstanding pastoral care and customer service throughout the student journey.
- Plan and deliver projects and events, using excellent collaboration skills to work closely with multiple stakeholders across the School.
- Alongside the Programme Administrator, support the Programme Director, Senior Programme Manager and wider Early Careers team in the development and implementation of new initiatives and ongoing growth of the Masters in Financial Analysis as part of the Early Careers community.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Student Experience

- Stream management of one stream of MFA students (approx. 100), ensuring their attendance and engagement in all programme activities. Proactively reach out to individuals or the stream as necessary as well as being the main point of contact for student concerns.
- Build strong relationships with students and be alert to student welfare issues and offer pastoral care, escalating to the Senior Programme Manager (SPM) or referring to other sources of guidance or counselling as appropriate.
- Manage the study group feedback process and flag student issues to the SPM and Programme Director (PD) as appropriate. Meet with low-performing students to provide support for personal improvement.
- Deliver student briefings to the class, presenting on topics such as assessment, electives and termly overviews.
- Facilitate the appointment of and build effective relationships with the student class reps including regular meetings and communications. Ensure that feedback and actions are followed up on and the class reps are kept informed.
- Provide guidance on academic and programme progression including meeting with students if they fail a core course, and managing absences. Ensure that timely and accurate records are maintained.

- With the Programme Administrator (PA), maintain accurate student attendance records and monitor student performance on a termly basis, reporting to appropriate departments.
- Provide operational support to ensure a smooth and consistent student journey from admit to alumnus, including the optional fourth term.
- Develop an in-depth knowledge of the elective portfolio and the operational and planning aspects of electives in order that you can advise students on all aspects of elective selection. Provide timely communication and data analysis at each Bidding and Add/Drop round.
- In line with the MFA Annual Comms Plan, ensure efficient and timely distribution of information to students and other stakeholders selecting the most effective form of communication.
- Develop and maintain pre-programme communications to students, and Canvas pages throughout the student journey to provide up-to-date relevant information.
- Understand individual learner needs and maintain a sound understanding of London Business School offerings, providing individual guidance and support to enable students and stakeholders to meet their needs and optimise their use of School resources.

Project and Event Delivery

- Plan and deliver Foundations including the MFA Student Away Day.
- Design and deliver London Business Challenge Week in collaboration with the SPM.
- Work with the Programme Administrator (PA) to ensure that major events and all social and extracurricular events are well-planned and managed, ensuring that the events are professionally delivered, clearly differentiated and within budget.
- With the PA, collaborate with the MiM team on shared events and projects e.g. Orientation, Mentoring Programme and Congregation.
- Manage logistics of the MFA Personal and Leadership Development and Business and Technical Skills Development courses.
- Work with the Global Experiences team to provide student support and deliver Global Immersion Field Trips. May be required to attend one international trip per year, as allocated by the Early Careers SPMs and PDs.

Learning Delivery Support

- Develop strong and effective links to support faculty and their assistants with academic delivery.
- Monitor and execute the completion of standard processes and activities to ensure regulatory compliance in areas such as attendance, student performance, Registration, Extenuating Circumstances, Quality Assurance and visa requirements.
- Plan and deliver a range of extra-curricular 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 learning programmes e.g. Personal Development courses.
- Create policy documents and best practice guides, liaising across teams to gather data and ensure that guidance and regulations are kept up-to-date and contribute to the delivery of a high-quality programme.

Collaboration

- Collaborate closely with team members, the wider Early Careers team and other departments across the School to enable cross-department working, sharing of

information, identifying new opportunities and the development of high-impact learning experiences.

- Support the SPM with the day-to-day running of the programme: assisting with scheduling, student issues, project management and ad hoc issues that may arise.
- Provide support and oversight to tasks managed by the Programme Administrator as directed by the SPM.
- Provide support as directed by the SPM for DECC and other school-wide initiatives (including working groups).
- Build effective external relationships such as alumni, suppliers and industry contacts to support delivery of Early Careers experiential learning modules.
- Provide specialist information and guidance across School departments as necessary to inform other programmes of work.
- Help to train new and temporary staff as required.

Scheduling and Planning

- Liaise within and across teams to understand cross team/stakeholder scheduling and timetabling requirements and co-ordinate the efficient planning of schedules accordingly.
- Contribute to the development of operational plans for the MFA, providing information to enable efficient and effective planning that meets departmental objectives.
- Manage the contracting and payment of external suppliers for skills and practitioner-led sessions.

Analysis and Reporting

- Ensure that all student records and data are maintained and secure.
- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and cost of events and externally-run sessions, undertaking research as required to gather information against quality standards.
- Undertake data analysis, developing recommendations to inform planning and decision making to contribute to an excellent student experience.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision making.

Financial Management

- Monitor and reconcile financial activity for own area (including Foundations, Orientation and Personal Development) to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.
- Provide projections during all quarterly budget projection cycles.

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 current best practice thinking; follow through on delivery of improvements once agreed.
- In collaboration with the SPM, monitor responses to feedback and track and communicate actions taken.

Change Management

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

Additional Responsibilities

- Other duties delegated by the SPM, PD, Executive Director or Associate Dean.

KPIs:

- Delivery of high-quality learning programmes, events and resources.
- Projects delivered on time, on budget and to high-quality standards and targets.
- Compliance with necessary regulations/processes (e.g. UKVI, QAA, OIA).
- 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.
- Excellent interpersonal and relationship-building skills with experience of managing a wide range of stakeholders.
- Outstanding written and oral communication skills, and ability to present to large audiences.
- A compassionate nature and ability to confidently advise and guide students in difficulty.
- Proven organisational abilities with excellent forward-planning, attention to detail and time management skills.
- Strong analytical and problem solving skills.
- A team player, but also a self-starter able to operate independently.
- Demonstrable knowledge of current trends in business education. Some knowledge of finance industry desirable.
- Commitment to customer care and supporting students to achieve their potential.
- A flair for making sense of complexity, for developing systems and procedures.
- High degree of motivation and positive energy.
- A 'people person' whose competence and leadership skills generate trust 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.
- Subtle influencing skills.
- Enthusiasm for integrating technological innovations to improve the student experience and help fulfil the DECC mission.
- Experience of using Excel, Word, PowerPoint and IT databases to extract, analyse and report on data.
- Budget management experience desirable.
- Willingness to work on some weekends and outside of normal working hours and to travel if required.

Staff	0
Budgets	None
Date Updated	17th May 2021