

JOB DESCRIPTION

Job Title	Academic Standards Manager		
Reports to	Head of Quality Assurance		
Department	Vice Dean's Office		
Job Family	Business Services	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

The Quality Assurance (QA) Team is part of the Vice Dean's Office and works closely with the Vice Dean, Academic Directors, and faculty and staff across the School.

Within the School, the QA Team is the central point for academic policy and student casework, and supports the School by:

- Providing expert knowledge to ensure that colleagues are aware of the wider regulatory environment and the School is satisfying the many regulatory, governance and legal requirements of the regulators in the UK and Dubai.
- Supporting the committees that are responsible for determining the academic standards and awarding degrees in the School's name.
- Preparing annual reports for internal and external scrutiny.
- Facilitating development of the academic quality framework and manual, ensuring academic policies and procedures are appropriately defined and implemented.
- Overseeing the policies and procedures for student casework and independently managing various student cases including academic appeals, student disciplinary panels, and case reviews.

Job Purpose

The Academic Standards Manager will be responsible for the management of student cases, and supporting the development of the academic quality manual by:

- Leading on the development of the policies and procedures for student casework, ensuring compliance with external regulations.
- Managing student casework including liaising with students, staff and faculty to investigate cases, preparing reports for formal consideration, supporting panels, and providing expert advice to reviewers to ensure the consistency of procedures, case outcomes, and maintenance of the School's academic standards.
- Providing data and analysis for reporting purposes and scrutiny, identifying trends and opportunities for enhancements to the School's academic quality framework.
- Supporting the development of the academic quality framework including maintaining the academic quality manual, documenting policies and procedures,
- Supporting external audits.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

Analysis and Reporting

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Compliance

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

Contractor Management

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

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 change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Experience of managing complaints and/or student casework.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.

Staff	Not applicable
Budgets	Not applicable
Date Updated	6 January 2023