

# JOB DESCRIPTION

|                   |                            |              |   |
|-------------------|----------------------------|--------------|---|
| <b>Job Title</b>  | Delivery Programme Manager |              |   |
| <b>Reports to</b> | Senior Manager, Delivery   |              |   |
| <b>Department</b> | Executive Education        |              |   |
| <b>Job Family</b> | Learning                   | <b>Level</b> | 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

Executive Education designs and delivers world-class management and leadership development programmes including a portfolio of over 30 open enrolment programmes and customised programmes for global organisations.

The Customer Experience Team is ultimately responsible for the customer experience of participants and clients.

The Delivery Team is accountable for the project management and budget management of the business's custom clients and open programmes and for the seamless delivery of outstanding programmes across the globe.

## Job Purpose

To provide outstanding quality and customer experience in the preparation, delivery and wrap-up of every programme and excellent customer service to all stakeholders.

Is the point of contact for, and link between, programme stakeholders and an exemplary brand ambassador for LBS in all interactions.

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

Key areas of accountability:

### Learning Delivery

- Plans and delivers a range of programmes in accordance with well-defined processes, to ensure the successful delivery of learning programmes.
- Understands and oversees programme collateral requirements and actively contributes in defining and continuously improving the accurate production of learning materials to support the delivery of programmes and learning activities.
- Sets up and manages programme learning platforms
- Applies brand consistency across programme materials.
- Prints, collates and ships programme materials (as required).
- Monitors the completion of standard processes and activities to ensure regulatory compliance.
- Monitors the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.

### Digital Delivery

- Uses expertise to deliver quality learning experiences with a range of online platforms (Zoom/Webex/MS Teams)
- Engages participants through online platform with interactive and participative networking and social activities
- Supports learning experience with knowledge of further collaboration tools (Polling/Mentimeter/slido)

### Participant Experience

- Provides outstanding customer experience on programmes delivered, organising and managing programme logistics and understanding customer needs and requirements.
- Has a curious, open-minded and innovative mind-set, seeking to continuously improve experiences.
- Deals effectively with ambiguity and last-minute changes.
- Executes in an organised way and delivers quality work to deadlines.

### Supplier Collaboration

- Ensure suitable suppliers are engaged on programme, ensuring quality and value for money.
- Ensure School policies regarding financial regulations and procurement processes are adhered to ensuring compliance.
- Shares experience and best practice readily on Team Hub

#### Stakeholder management

- Builds sound relationships and acts as key contact for programme stakeholders.
- Communicates effectively with all stakeholders.
- Sets and manages stakeholder expectations.
- Collaboration
- Engages actively with programme teams to define and deliver programme requirements.
- Participates in programme, Customer Experience Team, Executive Education and School-wide meetings and initiatives.
- Supports new joiners.
- Proactively seeks and shares feedback.

#### Financial Management

- Monitors and reviews 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.
- Understands programme budgets, financial tools and follows processes.
- Tracks expenditure promptly and accurately, escalating overspend immediately.
- Identifies cost saving opportunities.
- Raises and processes purchase orders, invoices and expenses.

#### Process Improvement

- Monitors 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; follows through on improvements once agreed.

#### Change Management

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

#### KPIs:

- Programme NPS scores and Programme Manager scores on delivery
- Programme budget
- Implementation of continuous improvement and innovative ideas on programmes delivered
- Quality and timeliness of prep and wrap up activities
- Development of relationships within and outside the team, and positive feedback from all stakeholders.

## Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Experience in programme/events delivery/management (including preparation, delivery and wrap up activities)
- Mastery of online learning delivery tools (Zoom/MS Teams/Webex)
- Customer centric with a passion for delivering outstanding customer experience
- Comfortable in dealing with ambiguity and embracing change in a fast paced environment
- Confident presenter and facilitator, comfortable leading online classes through social and networking activities
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- 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.
- Sound project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Demonstrable knowledge of business education and/or relevant sector.
- Budget management experience
- Self-motivated and able to work with little supervision, getting results through personal proficiency
- Willingness to learn and continually develop

|                     |                      |
|---------------------|----------------------|
| <b>Staff</b>        | <b>n/a</b>           |
| <b>Budgets</b>      | <b>n/a</b>           |
| <b>Date Updated</b> | <b>December 2021</b> |