

JOB DESCRIPTION

Job Title	PROGRAMME MANAGER, EXECUTIVE MBA (LONDON)		
Reports to	SENIOR PROGRAMME MANAGER		
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 (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 EMBA's 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

Primary responsibility to be the key student relationship manager for a stream of EMBA students in London (currently the September stream): ensuring an excellent level of service delivery and developing and maintaining a strong relationship with the class over their two years on the programme. Delivery of all London-based programme components for EMBA students. Responsible for delivery of specific aspects of operations for the whole EMBA Programme, working closely with stakeholders including faculty and our Central teams

To build and sustain effective working relationships with faculty and colleagues within Degree Education and across the School (in London and Dubai). In particular, to work collaboratively with the EMBA Programme Management team in London and Dubai, to ensure a seamless programme experience to all students.

Due to the nature of our programmes, the role requires regular weekend / 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:

Stream Management /Student Experience

- Key student relationship manager for all London September EMBA students during the 20 months programme: answering questions, delivering high quality and effective communications. Delivering presentations and briefings and ensuring that class concerns are dealt with or escalated in a timely and professional manner.
- Effective management of student support/welfare / pastoral care / academic counselling; escalating student behaviour issues, misconduct, extenuating circumstances, etc. where required.
- Support coordination and collation of student feedback (e.g. student satisfaction surveys, focus groups, Reps dinners) and development and delivery of programme enhancements in-light of student feedback, in collaboration with stakeholders.
- Understand individual learner needs and maintain a sound understanding of London Business School offerings, providing individual guidance and support to enable students/participants/ stakeholders to meet their needs and optimise their use of School resources.

Planning / Scheduling

- Plan and deliver class weekend for both September and January streams in accordance with well-defined processes, and/or contribute to more complex

projects with guidance from more senior colleagues, to ensure the successful delivery of learning programmes.

- Work closely with Senior Programme Manager for termly timetable needs.
- Contribute to the development of operational plans for the core course teaching, providing information to enable efficient and effective planning that meets the programme and departmental objectives.
- Responsible for Core course and Programme scheduling, timetabling requirements and coordinate the efficient planning of schedules accordingly to ensure a student-friendly timetable
- Working closely with the school academic planning, assessment team and faculty to ensure all teaching requirements are met.

Learning Delivery

- Create policy documents, course information and 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. Work closely with the Digital Learning team on the development of Canvas pages for the class.
- Monitor the completion of standard processes and activities, and support others in the EMBA team as needed 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.

Collaboration

- Work collaboratively with the EMBA team in Dubai and London in order to enhance the processes in place and ensure a consistent approach.
- Working collaboratively with the Admissions Team to ensure a seamless transition from admits to student, working closely with Admissions Team on study groups allocations.
- Work collaboratively with Degree Education, Career Centre and Central Services to ensure seamless service delivery to students and faculty.
- Supporting marketing efforts coverage by highlighting interesting students/stories.
- Build effective internal and external relationships at all levels within the School to support delivery of the EMBA experience.
- Collaborate closely with team members and other departments across the School to enable cross-department working, sharing of intelligence, identifying new opportunities and the development of high-impact learning experiences.
- Provide specialist information and guidance across School departments on EMBA programmes as necessary to inform other programmes of work.

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.

People Management

- Line management of the Programme Administrator to support the work of the London EMBA Programme Management team
- Regular catch ups, ongoing direction, personal reviews, objective setting, development planning
- Responsible for the training and ongoing development of the Programme Administrator. Work with them to ensure they deliver an excellent level of service to all students and stakeholders.

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.

Budget Management

- Monitor and review financial activity of 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.

KPIs:

- Delivery of high-quality learning programmes, events and resources.
- Projects delivered on time, on budget and to quality standards and targets.
- Manage and support the direct reports, review their progress and promoting learning opportunities available to them.
- Area/team compliance with necessary regulations/processes.
- Timely and robust coordination 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 written and verbal communication skills and ability to deliver difficult messages with firmness and empathy.
- 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.

Resources including team management

1 Programme Administrator

Staff	
Budgets	
Date Updated	October 2021