

JOB DESCRIPTION

Job Title	Team Leader, Business Services		
Reports to	Senior Manager, Business Services		
Department	Executive Education		
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

Executive Education designs and delivers impactful learning solutions for organisations, that enable their people and teams to act, transform and grow themselves and their business. This includes an extensive portfolio of in-person, blended and online programme titles delivered from our campus in London and customised blended programmes delivered around the world.

Programmes are targeted at middle and senior executives, as well as high potential early careers and board level directors.

Executive Education has ambitious growth targets in the next five years, accounting for an important proportion of the School's total revenue. It is a key part of the School's future strategic and growth plans.

Job Purpose

With a focus on process improvement and change, project, financial management, this position ensures the efficient and effective delivery of services, maintaining high standards of professionalism and service quality.

This role is accountable for the line management of one team (Programme Support) in Business Services and will report into the Senior Manager Business Services.

The role is accountable to provide outstanding quality and customer experience in the preparation, delivery and wrap-up of every programme and excellent customer service to all stakeholders. Being 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:

Delivery and Support

- Apply specialist technical knowledge 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, 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.

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.

Project Management

- 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.

Financial Management

- Monitor and review financial activity for the Programme Support team 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 the Programme Support Team, 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 improvements once agreed.

People Management

- Line manage Programme Support team, co-ordinate daily activities and provide guidance to maintain, improve and exceed delivery standards as per Programme Support team role and fundamentals
- Work in line with resourcing team to allocate programmes to the Programme Support team accordingly
- Monitor and raise risks/issues and or concerns related to the team, and or customers, offering possible solutions
- Lead effective team meetings and communicate and cascade information effectively
- Support on recruitment and induction for the Programme Support Team
- Monitor performance of the Programme Support Team and ensure the team follows established procedures for each service; take corrective action where necessary to maximize customer satisfaction

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.
- Team feedback on clarity of purpose and focus, behavioural and performance expectations, guidance, development and careers support
- 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.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Minimum three years of people management experience
- 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.
- Budget management experience

Resources including team management

Line Management of Programme Support Team, reporting into Senior Manager, Business Services

Staff	6 DRs
Budgets	n/a
Date Updated	November 2024