

JOB DESCRIPTION

Job Title	Programme Administrator		
Reports to	Student Experience Manager		
Department	Degree Education and Career Centre		
Job Family	Learning	Level	2

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 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) and the Masters in Management. The Degree Programmes portfolio represents over 50% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

Job Purpose

You will be working as part of a very dynamic and international team, who strive for excellence in all areas. The ideal candidate will contribute to a high quality and rigorous experience for our students and will help deliver a high quality degree programme by providing an accurate, reliable, timely, responsive and innovative service.

The appointed candidate will ensure all students and colleagues in the School receive a consistently high level of customer service, working as one of a team of 6 Programme Administrators, and assisting the Student Experience Managers, Programme Delivery Managers, and Senior Programme Managers in the overall delivery of all aspects of the programme for which the post holder is responsible.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Learning Delivery Support

- Monitor levels and order standard materials/resources ensuring that appropriate stock levels are maintained within budget.
- Support the efficient and professional production and distribution of learning materials which meet internal and external regulations e.g. copyright standards to help to deliver high-quality learning interventions.
- Efficiently co-ordinate events and activities such as workshops, conferences or exam invigilation in line with policy guidelines, anticipating and meeting practical student/ participant/stakeholder needs.

Administration

- Co-ordinate and manage calendars and diaries e.g. of faculty members to support efficient and effective working.
- Respond to standard enquiries promptly ensuring that questions are addressed or escalated as appropriate to enable effective resolution.

Analysis & Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate information sharing and data recording that enables efficient service delivery to students, completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- May conduct analysis to support the identification of trends and forecasting to further enable effective planning.

Student/Participant Experience

- Provide a first line contact service to students/participants/stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.

Scheduling/Resource Management

- Organise the allocation of resources for stakeholders, programmes and/or activities to optimise the most effective use of resources.

Collaboration and Support

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student/participant/stakeholder experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues and problems within the team.

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency and effectiveness.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to customers, colleagues and stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Timely availability of materials and supplies.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- Very good working knowledge of standard IT packages, systems and/or databases, particularly Excel.
- Good interpersonal and communication skills and the ability to address a variety of stakeholders.
- Previous experience in an administrative or front-line customer service role.
- Proactive approach to relationship development with colleagues.
- Excellent attention to detail.
- Good time management skills with the ability to manage own workload, organise and prioritise.
- Flexible and positive approach to working as part of a team.
- Enthusiastic attitude and professional manner.

Resources including team management

N/A

Staff	N/A
Budgets	N/A
Date Updated	01/10/2019