

JOB DESCRIPTION

Job Title	Executive Director, Programmes and Student Experience		
Reports to	Associate Dean		
Department	Degree Education and Career Centre		
Job Family	Overarching	Level	6

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 department plays a vital role in the success of London Business School. We are responsible for designing, promoting and delivering the School's portfolio of twelve Master's degree programmes in London, Dubai, New York and Hong Kong. Delivering world-class global programmes is at the heart of what we do, whilst ensuring that we maintain a commercial perspective.

As a department, we play a critical role in attracting exceptional candidates from all over the world. In addition, both when our students embark on their learning journey and when they become alumni, the Career Centre team, liaising closely with employers, works hand in hand to help them secure internship and full-time positions, and continues helping them make educated career choices.

Ranked among the best in the world, our Master's Degree programmes shape individuals into global business leaders. Our programme portfolio consists of 12 programmes: Masters in Management, Global Masters in Management, Masters in Financial Analysis, Masters in Analytics and Management, Master in Finance Full-time and Part-time programmes, MBA, Executive MBA London and Dubai Programmes, EMBA-Global Americas and Europe (partnership with Columbia Business School) and EMBA-Global Asia (Partnership with Columbia Business School and University of Hong Kong).

Every year we recruit approximately 1,500+ students from all over the world, and at any given moment we have more than 2,500 students. Our students study in London, Dubai, New York and Hong Kong.

Job Purpose

The role of the Executive Director of Programmes and Student Experience is a new and exciting senior role within the department. Reporting to the Associate Dean of Degree Education, you will be responsible for the development and on-going leadership of the portfolio of degree programmes with a focus on consistent and innovative programme delivery, process improvement and student experience enhancement.

The Executive Director will be accountable for the strategic review, development, planning, building and delivery of the whole programme portfolio and student experience. You will manage seven Programme Directors directly and an overall team of 50+ people.

As a member of the Degree Education leadership team, you will be collaborating with fellow Executive Directors, Academic Directors and faculty on developing and delivering the strategy of the department around attracting and educating high potential students. You will be contributing to a culture where there is a constant quest for improvement, innovation, and cooperation.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Portfolio Strategy and Planning

- Keep abreast of market trends and student expectations in order to anticipate potential changes in student/employer needs and demand.
- Lead on the strategic review and development of the programme portfolio and curriculum innovation in order to deliver on student/market needs.
- Collaborate with other Executive Directors, Academic Directors and other faculty on curriculum and learning experience innovation and delivery.
- Seek to continually improve the student learning experience in partnership with Programme Directors.
- Lead the programme teams, developing and implementing strategic and operational plans to achieve the strategic objectives.
- Participate as a senior leader in the development of Degree Education's strategy and plan.
- Engage and communicate market trends and the strategic plan throughout your division and wider, ensuring high levels of awareness and engagement.

Portfolio Performance

- Drive the achievement of division and department-wide targets, initiatives and projects.
- Anticipate and identify strategic business needs, issues and business drivers and lead the development and implementation of new/enhanced systems, processes and policies to enable the team to achieve its strategic and operational objectives.

Divisional Leadership

- Lead the division to achieve strategic and operational objectives ensuring resources are aligned and appropriately deployed.
- Develop and agree Key Performance Indicators for the teams and their leads, driving performance and taking actions to ensure objectives and standards are met or exceeded.
- Anticipate and identify potential business risks and oversee risk management, compliance and governance.
- Oversee development and confirmation of budgets for the programmes, manage and monitor outcomes to ensure that resources are appropriately deployed and ensure that financial targets are met.

Enabling Collaboration

- Act as a change driver and sponsor, identifying interdependencies and opportunities to join up initiatives for the overall benefit of the team, department and School.
- Proactively encourage teams to collaborate, to maximise department performance opportunities.

External Visibility

- Represent the Department and School as required to a wide range of external audiences and stakeholders, proactively promoting the School, its programmes and opportunities.

Specialist Advice

- Provide departmental expertise and guidance to senior internal/external stakeholders to support them in the achievement of their strategic /operational goals.

People Management

- Develop and set the culture for the department in line with the School values.
- Ensure a positive working environment and high levels of engagement and collaboration within the department.
- Lead, engage and motivate a multi-disciplined workforce.

KPIs:

- Development, buy-in and achievement of strategy to support the delivery of London Business School's objectives.
- Quality inputs into management decision-making.
- Continual innovation in School-wide and departmental improvements.
- Service excellence performance levels for the department.
- Sound commercial management and demonstrable return on investment for budgets managed.
- Achievement of cross-departmental projects and change initiatives.
- Development and successful deployment of new/enhanced systems, processes and policies that are aligned to strategic objectives.
- Effective risk-management for division.
- Implementation of School-wide consistent standards, policies and processes.
- Development and achievement of KPIs that promote high-quality service delivery across the department.

Knowledge/Qualifications/

- Master's degree or equivalent experience.
- Substantial experience of developing and running portfolio of degree programmes in a higher education setting.
- Experience of close collaboration with faculty on programme delivery with positive tangible results.
- Strong influencing and stakeholder management skills, able to influence other senior leaders.
- Experience of overseeing academic progression of a large number of students with understating of academic progression requirements.
- Experience of driving change around process and systems improvement, motivating teams to deliver.
- Deep knowledge of the industry and the relevant external environment (legislative, regulatory, best practice standards etc.).
- Strong commercial acumen.
- Experience of leading delivery within a complex organisation with multiple competing demands.
- Significant people management experience with experience of leading a multi-disciplined workforce.
- Experience of working in a multinational environment across multiple countries

Staff	Approx. 56 staff (6 direct reports)
Budgets	Management of Programme budgets

Resources including team management
<ul style="list-style-type: none">• Leading a team of approx. 56 staff (6 direct reports)• Managing programme budgets