

JOB DESCRIPTION

Job Title	Programme Manager, Executive MBA (London)		
Reports to	Senior Programme Manager		
Department	Degree Programmes (DE)		
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 (EMBA) 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. This role will be supporting the London stream of the EMBA at our beautiful campus in Baker Street. The London first year streams come to campus on alternate Fridays and Saturdays, as such this role contains some weekend working which the team manage on a rota basis. In the second year, all students can choose to take electives in Dubai or London before they come back together for Capstone in London.

Job Purpose

This is an exciting project and delivery Programme Manager role which sits in the EMBA London Programme Team. We are looking for a free-thinking and innovative programme manager who will be able to run projects for the team to a high standard and look for ways we can improve our current processes. Responsible for delivery of specific aspects of operations for the whole EMBA Programme, working closely with stakeholders including faculty and our Central teams

Excellent student experience is at the heart of all we do and this role will be central to ensuring an excellent level of service delivery and develop strong relationship with the class over their two years of their programme. The right candidate will have excellent stakeholder management and customer service skills and should feel comfortable communicating with senior students and stakeholders.

This role will require someone who can build and sustain effective working relationships with faculty and colleagues within Degree Education and across the School; in particular to join together projects and processes for both the London and Dubai EMBA Programme Teams, 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:

Project Management

- Manage the operational delivery of the Leadership Skills programme, working with the SPM on improvements and strategy for implementation.
- Liaise with key stakeholders and act as EMBA point of contact for Leadership Development Review coaching during the EMBA programme
- Support in the ongoing development and delivery of Electives
- Support Programme Director on Health Checks, Programme Reviews and other regulation and compliance projects

- Supporting the Senior Manager on team improvement projects which you will then be responsible for the ongoing operational delivery of. These projects will include; evaluation and feedback project, review and implementation of new comms plan, review and implementation of Canvas pages and continuous management of the new Canvas pages.
- Supporting the PD and PD with school-wide projects

Event Management

- Project manage the Orientation and Congregation strategic events for the EMBA London and Dubai cohorts
- Design and deliver networking and social events for EMBA students and work with EMBA Global and Sloan Team on creating joint Leadership Programme opportunities
- EMBA Congregation representative

Comms

- Responsible for comprehensive student comms plan for the EMBA London team
- Oversee comms to ensure they meet brand guidelines and quality expectations
- Develop and manage the Canvas pages to ensure team communications are delivered to a high standard
- Manage coordination and collation of student feedback from surveys and class reps and produce clear reports to the team on plans for improvement.

Student Experience

- Management of mailbox and student queries related to project areas. 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.
- 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.
- Responsible for 'ART for EMBA' ensuring students are enrolled, aware of milestones and it is integrated into relevant parts of the programme

Learning Delivery & Process Improvement

- 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 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

- Serve as secretary to EMBA curriculum committee, managing meetings, distribution of papers and minutes.

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.

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 project areas 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, events and projects.
- Innovation and improvement of existing processes
- Projects delivered on time, on budget and to quality standards and targets.
- 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.
- Desire to innovate and think creatively to improve team processes
- Independent worker
- 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 stakeholders and senior level 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.
- Excellent 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.

Staff	0
Budgets	TBD
Date Updated	January 2023