

JOB DESCRIPTION

Job Title	MBA Programme Administrator		
Reports to	Programme Delivery Manager		
Department	MBA Programme Office		
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

To contribute to a high-quality and rigorous experience for our students and to help deliver a high-quality degree programme by providing accurate, reliable, timely, responsive and

innovative service. 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, assisting the Programme Delivery Managers, Student Experience and Senior 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

- Organise distribution of grad packs to students after each Exam Board including collection of data required for student Certificates
- Manage Business Project from start to finish ensuring the Programme Manager is informed throughout all stages
- 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 skills workshops in line with policy guidelines, anticipating and meeting practical student/ participant/stakeholder needs in the delivery of key functional areas.
- Regularly conduct elective checks and promptly notify individuals of any programme requirement shortcomings. Escalate cases to Programme Manager and Student Experience Manager when needed.
- Monitor student progress in core and elective courses to ensure they are on track to meet program requirements, liaise with internal stakeholders, manage grade notifications, and communicate with the Student Experience Manager to ensure effective program management.

Administration

- Co-ordinate and distribute calendars for key functional areas to support efficient and effective working.
- Assume responsibility for providing excellent customer service, demonstrating a thorough understanding of the functional area's policies and procedures, and utilising strong communication and problem-solving skills to deliver timely and effective solutions to standard inquiries.
- Manage mailboxes, providing empathetic and timely responses to inquiries while ensuring effective resolution through escalation or problem-solving.
- Oversee onboarding and student communication for our smaller incoming exchange cohort. Monitor attendance, provide support, and escalate inquiries as needed.

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.
- Collect feedback from skills session to help with future planning and distribute to suppliers for session improvement.

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.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- A good understanding of project timelines.
- Proficient in commonly used IT packages such as Microsoft Word, Excel, and database management systems.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes

Resources including team management

N/A

Staff	
Budgets	
Date Updated	