

JOB DESCRIPTION

Job Title	Student Experience Manager One-year MBA (SEM MBA1Y)		
Reports to	Senior Manager, MBA		
Department	Degree Education and Career Centre		
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

The Degree Education Office is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes, which includes the MBA, One-year 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 Education 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 support the overall MBA student experience with focus on successful delivery and support of the new One-year MBA programme and its students. To be responsible for the design and delivery of MBA1Y specific elements of the programme as well as working alongside the wider MBA team to support and deliver on shared programme activities. To deliver high quality processes and programme elements as well as professional, knowledgeable and timely information to all programme team members and students in key decision-points throughout the programme.

Working within the MBA programme team, consisting of Student Experience and Programme Delivery Managers and supported by a team of Programme Administrators, in assisting the Programme Director and Senior Team in the overall direction, development and delivery of the MBA and One-year MBA programmes as well as the provision of high quality student support and an exceptional student experience.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Student Experience

Supporting the Student Journey

- To act as a dedicated point of contact for the One-year MBA class as well as being the point of contact for MBA1Y within the MBA team.
- To provide student advice and support in a timely, responsive and professional manner both face to face and via phone/email.
- Ensure your knowledge of all programme elements is strong and that you own the One-year MBA programme content enabling you to advise students on all elements of the programme, the impact of decisions, options available to them.
- To act as the guide to the student journey and provide knowledgeable information and insight to support the student experience throughout the programme, including the information and support through key student decision-points and times of personal challenge.

Student Activities

- Working independently for the MBA1Y with the wider MBA team of Student Experience Managers and Senior Managers to develop and deliver a programme of targeted inclusive student activities, to ensure relationship building within the MBA1Y cohort and amongst MBA programme as a whole.
- Review feedback to continue to develop and enhance related activities with a focus on adding value to the student experience and engaging with the whole MBA student body.

Relationship Management

- Develop and maintain a professional relationship with the cohort

- Develop an approach to successfully building your relationships and working with your students across multiple sites ensuring the provision of service meets students' needs.

Communications

- Working with the MBA Programme Delivery Manager and Senior Manager (communications) to deliver information as needed and in student-friendly format.
- Ensure Canvas page is up to date and programme content is up to date and relevant
 - To ensure weekly MBATY student Brief goes out on time and with relevant and key information on the programme.
- Respond to student feedback you receive by working with the communications team members to address any communication plans and content to meet student needs accordingly.

Academic representatives and Student Feedback

- Coordinate with Student Experience Managers in the MBA team to manage the Student Representative process.
- Actively manage the Academic Rep role ensuring high quality and timely feedback is put forward to the wider MBA programme team, actions are managed by the Academic reps, the wider MBA student body is engaged with and constructive suggestions and action points are put forward and developed.
- Support the feedback process by managing issues raised, acting as the conduit between students, faculty and the programme office.
- Actively manage the feedback loop, working with the reps and wider stream to ensure students are aware of issues raised and actions taken.
- Working with the Senior Managers and the Programme Director, escalate where appropriate and produce coordinated responses and actions.
- Ensure all issues are logged, monitored and reported where appropriate.

Pastoral Support

- Act as a point of contact for students who are seeking support and help either in academic or personal issues and understanding when to make additional School services aware of different situations in order to fully support the student, responding to student welfare issues and providing pastoral care and/or referrals to other sources of guidance or counselling
- Advise students on Extenuating Circumstances policy and present their requests to the EC panel
- Understanding School processes and policies, when to refer students to them and possible outcomes and/or implications
- Working with the Wellbeing Services, Visa and Financial Aid, Student Association, Quality and Assurance and any other associated support mechanisms

Capstone

- Work alongside MBA Capstone team to develop and deliver Capstone for the One-year MBA programme.
- Manage the liaison with faculty, space, AV and catering and negotiating any contractual agreements.

- Assisting the MBA Senior Manager in the liaison with internal departments, such as Advancement, Student Activities, Central Services, Marketing, and Events to source speakers, secure dates, publicize events and any other logistical arrangements.
- Manage student communications for Capstone, including brochures and calendar invites.
 - Coordination of Programme activities in the lead up to, and delivery of this event
 - Manage the Capstone budget

Learning Delivery

- Plan and deliver a range of MBAIY specific, and joint-cohort, learning including the Skills programme, alongside the MBA Senior Manager and Career Centre.
- Create policy documents, course information and/or best practice guides, liaising across teams to gather data and ensuring that guidance and regulations are kept up-to-date and contribute to the delivery of high-quality learning interventions.
 - Oversee the accurate production of and updates to learning materials across all channels to support the delivery of Programmes and learning activities.

Analysis and Reporting

- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and/or cost of learning interventions, undertaking research as required to gather information against quality standards.
- Undertake data analysis, developing recommendations to inform planning and decision making to create a more effective student/participant experience.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

Collaboration

- Collaborate closely with the wider MBA team, R&A and Career centre team members as well as 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 MBAIY information and guidance across School departments as necessary to inform other programmes of work.

Financial Management

- Monitor and review financial activity for the MBAIY programme 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 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.

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 One-year MBA programme and high quality student experience
- Programme elements delivered on time, on budget and to quality standards and targets.
- Area/team compliance with necessary regulations/processes.
- Timely and robust co-ordination of all internal and external resources.
- Production of high-quality reports, with the identification of trends and issues.
- Development of strong relationships within wider MBA team 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.

Staff

Helen Foley/ Valentina Parrinello

Budgets

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Experience of using software related to own team or department to extract, analyse and report on data. Microsoft Office Suite – and in particular Microsoft Excel – competency required
- Sound understanding of the wider School's offerings and those of competitors.
- Sound 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.
- Budget management experience.

Resources including team management

Working with a team of Programme Administrators on your various projects.