

# JOB DESCRIPTION

<b>Job Title</b>	<b>Governance Manager</b>		
<b>Reports to</b>	<b>School Secretary</b>		
<b>Department</b>	<b>Dean's Office</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</b>

## 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 Dean is the Chief Executive Officer of the School and his Office provides him with direct support in carrying out the vital internally and externally facing aspects of this role.

The School Secretary is responsible for the School's corporate governance, regulatory compliance, legal affairs, corporate planning and strategic projects.

## Job Purpose

The Governance Manager is responsible for managing key compliance processes and governance support for the Dean's Office secretariat function.

This will be across a number of areas including; health and safety, Freedom of Information, data protection and governance support of Governing Body.

## Key Areas of accountability and Key Performance Indicators (KPIs)

## **Key areas of accountability:**

### **Strategy and Planning**

- Contribute to the development of the Dean's Office operational plan, and aligning planned activities in support of it, including support of the Associate Director, Planning in ensuring planning templates are completed on time.
- Work with the Senior Data Analytics Manager to deliver the School Balanced Scorecard data on a quarterly basis, working with stakeholders across the School.

### **Partnering and Service Delivery**

- Partner with relevant areas to understand their goals and provide them with professional support and information.

### **Compliance**

To be the School's Freedom of Information Act (FOIA) officer including:

- Responsibility for acting as the official contact for all FOIA requests submitted to the School, liaising with internal stakeholders from all departments to ensure that all requests are responded to in accordance with the requirements of the FOIA.
- Responsibility for ensuring compliance with all other requirements of the FOIA including ongoing maintenance of the School's FOIA Publication Scheme

To support the School's Health & Safety framework by:

- Managing the Display Screen Equipment (DSE) Workstation assessments for the School's 700+ employees, including supervision of the School's DSE consultant, prioritization of employee demand and management of expectations
- Overseeing and developing policies and procedures to ensure that the risk relating to travel by the School's faculty, staff and students is effectively managed, liaising with the School's external travel risk management providers.

To support the School's Data Protection framework by:

- Managing Erasure Requests and Right to Rectification Requests through monitoring the Data Protection inbox
- Reviewing filing areas in line with records management and data retention policy
- Co-ordinating regular and secure disposal of personal data working with the Data Privacy Manager.
- Completing the annual audit of archived documents

### **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery

- Act as an expert resource to support the School Plan as and when necessary.
- To provide administrative support to the Executive Director, Planning and Deputy School Secretary in relation to governance committees (Senior Management Team and Management Board).

### **Financial Management**

Provision of operations support to ensure the effective running of the Dean's Office, including:

- Processing of all invoices, purchase orders and expenses claims for the department.
- Monitor the expenditure of the Dean's Office budget, ensuring the effective use of the department's financial resources.

### **Relationship Management**

Provision of support for the Chair of the School's Governing Body and for the School Secretary in her/his role as Secretary to the Governing Body, including:

- Establishing an effective working relationship with the Chair and all members of the Governing Body.
- Ensuring compliance with regulatory and reporting requirements relating to the Governing Body.
- Responsibility for all arrangements for meetings of the Governing Body and its committees.
- Liaison with the 25 members of the Governing Body, developing a strong understanding of all aspects of the School's activity and of their individual needs in order to provide them with effective support in carrying out their role.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives including the Five Year Plan (5YP), influencing stakeholders so they become advocates for the change and support its successful implementation.

### **KPIs:**

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.

- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

#### Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Experienced at developing relationships across a complex organisation
- Experience in negotiating and influencing others in an organisation especially at equivalent and more senior levels
- Strong analytical and problem-solving skills
- Good communication skills and the ability to break down technical issues and explain them clearly.
- An ability to assimilate new information quickly and to turn it to advantage
- Strong collaborative skills, strong interpersonal skills, capable of building and developing relationships at all levels and disciplines
- Openness and honesty with a willingness to positively accept constructive criticism
- Experience of using software to extract, analyse and report on data.
- Excellent organisational skills and meticulous attention to detail.

<b>Staff</b>	<b>None</b>
<b>Budgets</b>	<b>N/A</b>
<b>Date Updated</b>	<b>27 October 2023</b>