

JOB DESCRIPTION

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| Job Title | Senior Manager, Open Portfolio | | |
| Reports to | Executive Director, CX & Delivery | | |
| Department | Executive Education | | |
| Job Family | Learning – Design Focus | Level | 4 |

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

Executive Education designs and delivers world-class management and leadership development programmes including a portfolio of over 30 open enrolment programmes for individuals, and customised programmes for global client organisations.

Executive Education accounts for a significant proportion of the School's total revenue and is an essential part of the School's purpose, to have a profound impact on the way the world does business and the way business impacts the world.

Job Purpose

The role is pivotal in operational execution and quality assurance of a portfolio of executive education offerings.

The post holder will manage a portfolio of open executive Programmes from end to end, tracking progress, risks, issues and changes ensuring excellent participant

experience. They will be responsible for ensuring the highest standards of excellence, fostering innovative teaching methodologies, to keep the programmes relevant and impactful.

This role entails the enhancement of learning experiences that cater to the evolving needs of professionals seeking to expand their skills.

Additionally, the Senior Manager will collaborate with faculty, Academic Directors and cross-functional teams to align the programmes with market trends and programme objectives.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans and manage operational plans in own area.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

Learning Design and Delivery

- Lead on the continuous improvement of a portfolio of programmes to ensure successful learning outcomes within budget and to quality standards and targets.
- Lead activities to understand and assess learning needs, ensuring that findings are communicated effectively to Academic Directors and inform the design of programmes.
- End to end project manage all programmes in portfolio
- Research and keep up-to-date with advancements within Executive Education open programmes to ensure that leading thinking and technologies inform learning design.
- Design learning solutions and materials, in line with London Business School and wider learning best practices, that enable a high-impact learner experience.
- Collaborate with stakeholders and our EE Ecosystem as required to integrate new learning solutions as appropriate to maximise learning impact.
- May facilitate programmes, sessions, ensuring high-quality learning experience and the provision of feedback that optimises the participant learning journey.
- May partner with business development colleagues to understand learning needs and lead the design of high-impact learning proposals that meet current and/or prospective client and participant needs.

Product Knowledge

- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective learning solutions are developed.
- Develop deep understanding of London Business School and competitor offerings and use this knowledge to inform innovative and high-impact learning solutions.

Impact and Quality Assessment

- Manage or commission data collation and analysis, use findings to develop further insights to inform decisions and changes on programmes.
- Develop design recommendations to inform the continuous improvement of learning activities and ensure that London Business School continues to operate as a world leader in business education.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and the EE Ecosystem against service level agreements and our Learning Standards to ensure it is to the required standard and provide feedback on performance. Take any necessary action based on feedback and escalate issue resolution when required.

Collaboration and Relationship Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning outcomes.
- Onboard, support and guide DPMs who deliver programmes in the portfolio

Financial Management

- Oversee programme budget input, fulfilling financial management requirements and ensuring the cost-effective use of financial resources within budget.
- Track margins and expenditures against approved budgets
- Participate in quarterly budget reviews
- Participate and support Budget planning and forecasting

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.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Successful experience managing, developing & motivating a team.
- In-depth knowledge of business education/specialist area.
- Excellent analytical and problem solving skills.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

KPIs:

- Delivery of high-quality service in own area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.
- Projects/programmes 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 relevant programme performance.

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| Staff | n/a |
| Budgets | Programme Budget |
| Date Updated | April 2024 |