

Job Title	Subject Area Manager, Marketing		
Reports To	Associate Director, Research and Faculty Office		
Department	Subject Areas, RFO		
Job Family	Business Service	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

The Research and Faculty Office is responsible for providing HR, Research, Teaching and PhD support to the academic staff of London Business School. The Subject Areas consist of seven small teams led by an Associate Director, RFO in close partnership with a senior faculty member in each Subject Area. Subject Areas provide key support such as:

- Course administration, including Canvas setup and assessment
- Coordination of research events
- Processing expenses and managing casual workers/timesheets
- Administrative support to faculty and department

Job Purpose

The Subject Area Manager (SAM) plays a key role in supporting faculty in their research and teaching through the development and delivery of the subject area strategic plan. They provide operational support to the Subject Area Chair (SAC) in

delivering the plan as well as administrative leadership of a team of faculty assistants. Subject Area Managers collaborate across all subject areas and programme offices to ensure that a culture of continuous improvement is embedded.

SAMs lead and oversee the delivery of key activities within their subject area to support excellence in teaching through:

- Leading a team of faculty assistants to ensure administrative services are delivered in an efficient, responsive and professional manner
- Managing budgets, activities and events for both teaching and research initiatives
- Working closely with the SAC in the recruitment and onboarding of new faculty and PhD students, taking a lead in key activities
- Acting as the principal point of contact between the Subject Area and other departments of the School and key external stakeholders,

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Understand the Subject Area strategy and assist Subject Area Chairs in preparing for their annual strategy meeting. Contribute where relevant with feedback and insights from operational management.
- In collaboration with the SAC, prepare documentation for Subject Area Review, by collating data and liaising across teams to prepare complex reports to inform review, planning and decision-making.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities. This will include liaison with all key school services (Estates, Operations, Space Planning, Accounts)
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, identifying and initiating opportunities to collaborate for the best outcomes.
- 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.

Programme Delivery and Improvement

- Lead the annual teaching planning for the Subject Area, including all learning provision, programmes and activities to ensure that learning delivery remains at the forefront of business education, liaising with faculty, DECC, EE and RFO.

- Lead on the delivery of a portfolio of elective courses within their Subject Area
- within budget and to quality standards and targets.
- Ensure that all scheduling and timetabling activity is efficiently managed, liaising across teams to ensure that all needs are met effectively.
- Oversee the content management (on canvas) of electives and uploading
- programme/ course information/outlines, learning resources, guides, purchase of copyright, ensuring the production of high-quality and high- impact materials.
- Oversee and monitor elective programmes to ensure compliance with
- relevant external bodies.
- Overseeing course level communication for elective courses; liaising closely with the Programme Offices for core courses.
- Oversee and monitor course delivery to ensure compliance with relevant
- academic policies and procedures.
- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures and support monitoring, to ensure compliance across the School.

Technical 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.

Supplier/Contractor Management

- Recruit and monitor the quality of work delivered by third-party suppliers for teaching support. This includes recruitment and evaluation of teaching support staff- TAs, Graders, Tutors, Coaches. Liaising with Faculty HR team for accurate
- and timely informal payroll process.

Financial Management

- Responsibility for subject area budgets, fulfilling financial management requirements and ensuring the cost-effective use of financial resources within budget.
- Operational responsibility for elective, grading and research budgets within
- the Subject Area, fulfilling financial management requirements, providing reports and updates and ensuring the effective use of financial resources to

produce value for money. Liaison with programme offices to facilitate the same cost control for core courses.

- Close liaison with the RFO and retaining an overview of SA spending within
- Faculty Recruitment budgets.
- Annual bidding and reporting on allocated budgets of the Research Fund in close cooperation with the RFO and SAC.
- Approving and monitoring PhD Individual Student Budgets.

Research and Outreach

- Lead on research and outreach activities designed to expand the group's research output and visibility within international scholar networks including; conferences, research seminars and specific research events open to internal as well as external scholars and doctoral students.
- When required procure the design of materials to be used in events and other initiatives, ensuring it meets or exceeds faculty/student requirements.

Faculty Recruitment

- Support the SAC in the faculty recruitment process taking the lead on key activities, liaising with the Research and Faculty Office regarding appointment processes and identifying requirements for visiting faculty.
- Where required, organise faculty recruitment conference attendance, fly-outs, seminars and all subsequent departmental coordination for junior recruitment.
- Manage all aspects of senior recruitment, i.e. keeping in touch with potential
- senior faculty recruits, organising visits, accommodation and oversee all financial aspects of senior recruitment.
- Support the onboarding of new faculty in subject area.

PhD Recruitment

- In cooperation with the PhD Programme Office and the subject area PhD programme coordinator, co-ordination of candidate recruitment, organising campus and/or Skype interviews with Faculty.
- Progress monitoring of current students, and provision of support for transfer
- and viva examinations.
- Ensure students meet individual departmental guidelines and monitor RA/TA days/hours owed to department.
- Maintain all departmental/student relationship, and in cooperation with the
- PhD programme office, ensure PhD students have access to support and resources as required to enable the most effective learning experience.

People Management

- Lead and motivate a team of faculty assistants to deliver the operational plans within subject area.
- Set and develop appropriate culture for the team, through role modelling the School's values, setting behavioural expectations and supporting team wellbeing.
- Ensure team are aware of and comply with all relevant policies and procedures.
- Define and communicate the team's priorities and workload, in line with the wider Departmental priorities. Manage performance/achievement/engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.
- Promote learning and professional development opportunities.

Resources including team management

The post holder will be the formal line manager for a team of three assistants.

Person Specification

Requirements

Candidates will be expected to demonstrate the following:

Education

Essential (E) /
Desirable (D)

Bachelor's degree or equivalent experience.

E

Project Management qualification

D

Experience

Proven management experience of mid-sized teams with an ability to lead and motivate diverse staff.

E

Experience of working within higher education, with a sound knowledge and understanding of the student experience and the academic environment.

E

Experience of overseeing mid-large events.

D

Experience using analytics tools and complex databases.

E

Skills and Abilities

Proven successful experience managing, developing and motivating a team.

E

Excellent communication skills with the ability to engage a variety of audiences.

E

Ability to work under pressure, with little direct supervision, to tight deadlines and to adapt to changing situations in a considered and calm manner.

E

Excellent interpersonal skills with the ability to build and maintain good working relationships with a wide range of people at all levels.	E
Significant project/programme management experience with advanced planning skills	E
Excellent analytical and problem-solving skills.	E
Excellent IT skills, including working knowledge of Microsoft Office, including the ability to analyse and visualise data using a variety of tools.	E
Ability to manage multiple internal and external stakeholders.	E
In-depth knowledge of business education/specialist area.	D
Experience in effectively managing external suppliers/contractors.	E
Financial management experience and commercial acumen.	E

This job description is not exhaustive and post holders may be required to undertake other duties in line with the above listed responsibilities.

When writing your cover letter (maximum of 1000 words), you must include evidence of meeting all essential requirements. The CV and cover letter should be submitted as one file only.

Staff	3
Budgets	Yes
Working Mode	Hybrid (2 days working from home)
Date Updated	August 2024