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| **Job Title** | **Senior Business Operations Manager**  |
| **Reports to** | **Director, Business Operations** |
| **Department** | **Business Operations – Degree Education** |
| **Job Family** | **Business Services** | **Level** | **4** |

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| **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.  |

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| **About the Department** |
| **Degree Education** contributes to the School vision by:* Attracting and selecting talent from around the World
* Creating an environment in which students can learn
* Maximising student and alumni career opportunities through developing their career skills and engaging with employers.

We aim to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers. Degree Education is responsible for designing, promoting, recruiting for, and delivering London Business School’s portfolio of degree programmes. Programmes include the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and part-time), the Masters in Management (MiM) and the Global MiM, Masters in Analytics and Management (MAM) and the Masters in Financial Analysis (MFA). The degree portfolio represents over 60% of the School’s revenue. Several programmes are ranked in the top 10 by the Financial Times. |

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| **Job Purpose** |
| This position works within the Business Operations team and manages all commercial, financial, contractual, supplier and legal requirements for Degree Education, as well as supporting the Executive Director - Operations, and Director – Business Operations with compliance and regulatory oversight in respect of GDPR, FOI, Subject Access Requests, procurement, supplier, and vendor contract management. In addition to managing the Central Team budget.It is expected that the post holder will also oversee strategic and tactical projects, wider school projects and ad-hoc internal and external requests. The postholder will also organise and manage key business performance related meetings and be responsible for tracking Central Team Strategic imperatives against KPIs. The post-holder will work collaboratively with DE senior management team, Executive Directors, Associate Dean, Vice Dean (where applicable); other colleagues within Degree Education, external suppliers, and stakeholder to ensure the Central Team is delivering on its commitments, strategic priorities, corporate plan and 5-year plan contribution.  |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Cross-department operational delivery and support*** Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
* Ensure on-going operational support for the inclusive of team comms, meetings, and workshops as per business demands.
* Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
* Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.
* Respond to requests from all stakeholders, providing specialist advice to deliver information and/or understanding they require and provide an excellent service.
* Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
* Provide DE leadership in the planning, coordination and implementation of office moves.

**Project Management** * Lead on the delivery of a portfolio of projects for the Central Team and Degree Education. Plan and deliver a range of complex projects to ensure delivery against project time, cost and quality standards, and targets.
* Map, organise and execute planning for Central Team core delivery and strategic imperative projects.
* Plan and deliver on a range of projects, ensuring delivery against project time, cost, and quality standards.
* Work with multiple stakeholders across the Central Team, Degree Education and Teaching & Learning to develop and track performance against KPIs.

**Partnering and Service Delivery*** Partner with relevant areas to understand their business goals and provide them with professional / technical advice, share expertise and information to support effective decision-making.
* Use specialist knowledge and information to diagnose and resolve project and/or technical issues within agreed parameters, escalating the most complex issues where appropriate.
* Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets sets targets/KPIs.

**Compliance** * Provide advice to colleagues and stakeholder on the interpretation of policies and procedures in Central team and Degree education, including provision of subject matter expertise on GDPR, FOI and SAR.
* Represent DE at the Health & Safety Committee; and act as contact in incidents that may disrupt DE operations, assessing impact, engaging with stakeholders, and agreeing and communication a course of action.
* Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

**Supplier/Contractor Management*** Monitor the quality of work delivered by third party suppliers against service level agreements to ensure it is to the required standard and provide feedback on performance to management.
* Manage all relevant suppliers in the relevant procurement category and liaison accordingly on contract negotiation.

**Relationship and Partnership Management*** Partner, and build strong relationships with relevant areas to ensure good understanding of business goals and that service standards are met.
* Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
* Identify and nurture opportunities to develop beneficial external relationships with external organisations and external suppliers.

**Analysis and Reporting** * Independently collate, cleanse, and analyse data, and make recommendations based on analysis to support the department’s decision-making process.
* Liaise across the Central Team and other departments to prepare reports to inform review, planning and decision-making.
* Use systems and data to track projects, identify trends, risks and issues and suggest action to address.
* Process complex data and apply technical knowledge when conducting root cause analysis to identify solution complex issues.
* Extract data from multiple sources, assess integrity and process reports to support management decision making.

**Strategic Planning*** Lead on the development, monitoring and management of Central Team strategic planning dashboard.
* Provide monthly reports to track progress and ensure appropriate management of resources
* Contribute to the development of KPIs to support the assessment of the quality and efficiency of business performance and service delivery

**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.

**Financial Management*** Oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfill their financial management responsibilities.
* Responsible for the Central Team budget oversight, fulfilling financial management requirements and ensuring the effective use of financial resources within budget. Carry out regular transaction checks and monitoring of expenditure trackers against budgets.
* Processing of purchase orders and expense claims. Management of the purchasing card process for DE and provide Finance Senior Business Partners with appropriate expenditure and cost reports.
* Lead of key operational checks for the Programme Teams and Finance in respect of TfL eligibility checks, and financial sanction searches.

**Process Improvement** * Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in development improving policy, process, and systems relevant to a specialist area.
* Monitor processes, systems and practices within Central Team, 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 consider the impact of change on all process, systems, and people to ensure appropriate steps are taken for successful implementation.
* Consult with, and advice the business on change programme and initiatives, influencing stakeholders so they become advocate for the change and support if its successful implementation.

**KPIs:*** Delivery of high-quality operational delivery and service for the Degree Education department. Completion of projects to time, scope, and quality
* 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.
* Lead on departmental compliance requirements relating to GDPR, FOI, SAR, and contribute to cross-school compliance requirements
* Manager third party suppliers, procurement, contracts and act a procurement category and contract lead.
* Strong cross team working relationships with key stakeholders
* Improvements in commercial performance of the tam and/or department
* Contribution to the development of policies, process, and systems
* Finance oversight of the Central Team budget, produce monthly, quarterly, and budget reports as appropriate.
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| **Knowledge/Qualifications/Skills/Experience required** |
| * Bachelor’s degree and/or equivalent experience in a related area.
* Professional qualification or equivalent experience
* Excellent communication skills with the ability to engage the internal and external stakeholders
* Proven experience of managing a large range of different stakeholder in complex operational / delivery environment
* Significant project management experience, planning and executing skills
* Sound working knowledge of policies, regulations, and legislation in the areas of specialism e.g., GDPR.
* Excellent analytical and problem-solving skills
* Attentive and passionate about detail
* Ability to define, capture and embed simple and effective processes succinctly.
* Ability to prioritise and focus on critical business issues
* Finance management experience and commercial acumen.
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| **Resources including team management**  |
| * No line management at this time, but potential line management responsibilities in the future.
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| **Staff** | **0** |
| **Budgets** |  |
| **Date Updated** | **16 November 2023** |