

JOB DESCRIPTION

Job Title	Director, Programme Director Community		
Reports to	Executive Director, Transformative Learning		
Department	Executive Education		
Job Family	Learning	Level	5

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 impactful learning solutions for organisations, which enable their people and teams to act, transform and grow themselves and their business. This includes an extensive portfolio of in-person, blended and online programme titles delivered from our campus in London and customised blended programmes delivered around the world.

Programmes are targeted at middle and senior executives, as well as high potential early careers and board level directors.

Executive Education has ambitious growth targets for the next five years, accounting for an important proportion of the School's total revenue. It is a key part of the School's future strategic and growth plans.

The Transformative Learning Team owns and evolves Executive Education's value proposition on executive learning and development.

Job Purpose

This role is responsible for building, managing, leading, and engaging, a professional network of executive learning experts who as Programme Directors, design, develop, deliver, and direct executive education programmes (mostly custom though may include Open and other executive programmes). The strength and breadth of this network ensures that LBS Executive Education has world class capabilities in executive programme direction that meet its current and future needs in delivering high-impact, customer-centric learning solutions.

The job holder will be accountable for sourcing, assessing, selecting, and onboarding new Programme Directors as well as mentoring and supporting their professional development to maintain a high-performing network of executive learning experts.

The role provides operational oversight of Programme Directors across all phases of the program journey including design, development, and delivery, ensuring that Executive Education's quality standards and strategic objectives are met. In addition, the role includes auditing the network's capabilities and areas of expertise, and proactively sourcing new Programme Directors to fill any capability gaps.

The job holder will also review and sign off key deliverables produced by Programme Directors at each phase of the client project to guarantee program excellence and alignment with client needs. The job holder will also implement an annual engagement plan to foster collaboration, professional development, and drive innovation within the Programme Director network.

The job holder will be an expert in executive programme direction and will continually evolve the way programmes are designed, developed, delivered, and directed, to ensure that LBS Executive Education maintains its reputation as one of the world's leading executive education providers. Ultimately, the role will continue to grow and develop the network of learning experts in line with this ambition.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of the Transformative Learning Team's annual plan as well as Executive Education's strategy, especially in areas that relate to the development and engagement of a network of Programme Directors.
- Develop and lead a strategy for the Programme Director network, ensuring that this network is able meet both the current and future needs of LBS EE in terms of programme direction.
- Lead the development of Key Performance Indicators to enable the assessment of the quality and impact of the Programme Director deliverables across all phases of the programme journey: Design, Development, Delivery, and Programme Direction.

Network Orchestration

- Proactively grow and expand the network of Programme Directors to meet the needs and ambition of Executive Education, taking into consideration special areas of expertise, geographic location, and diversity.
- Lead a rigorous assessment and selection process to ensure that prospective Programme Directors have the required skills and capabilities in programme direction and learning facilitation.
- On-board new Programme Directors, ensuring that they are familiar with LBS EE processes and approach to programme direction.
- Support new Programme Directors in building their professional LBS network through introductions to executive education colleagues and LBS faculty.
- Address issues of 'non-performance' of contracted deliverables and where appropriate, terminate membership of programme director network.
- Ensure optimum Programme Director network membership and utilization rates, nurturing an outside network of potential candidates as a future *recruitment* pipeline depending on business needs.

Design, Development, and Delivery

- Research and keep up to date with advancements and trends within the Executive Education sector to inform learning design and programme direction. Systematically use insights to ensure that innovative and effective learning solutions are developed, and that learning design thinking is revised and enhanced. Consistently share knowledge with team colleagues and the Programme Director network.
- If required, is able to lead on the end-to-end design and development of high-impact blended learning journeys that meet customer needs, partnering with colleagues as appropriate. If required, is able to attend client meetings and pitches as a London Business School learning design expert. Is able to confidently lead the presentation of a learning solution, including all programme phases and elements.
- Exercise operational oversight of Programme Director deliverables across the complete programme cycle spanning design, development, delivery, and programme direction, to ensure that quality standards are met.
- Review and sign off key deliverables produced by Programme Directors at each phase of the client project to guarantee program excellence and alignment with client needs.
- Trouble-shoot emerging issues across the programme cycle.
- Champion best practice learning, ensuring that it is applied consistently, explicitly, and powerfully across all programmes to continuously improve learning impact.
- May deliver immersive sessions such as discovery visits, simulations, or other experiential learning experiences.
- Lead on broader planning and oversight of operational programme management relating to programme direction across a portfolio of programmes or clients.
- Accountable for compliance with all relevant procedures, practices, and protocols relating to design, quality, and impact.

Impact Assessment, Quality, & Reporting

- Analyze existing, and commission new reports and wider data sets to establish themes and trends across programmes and use these insights to inform decision making regarding current and future programme direction.
- Support Programme Directors in leading impact evaluation activities to assess the success of learning interventions against client and EE KPIs.
- Conduct on going audits of programme and programme team feedback, holding regular feedback conversations with Programme Directors.
- Monitor programme delivery quality through a review of feedback, reports, and regular quality assessments to enable delivery to world-class (and agreed) standards.
- Use programme feedback trends to identify capabilities required for successful programme delivery and direction.
- Establish open and seamless working relationships with colleagues and other EE teams to ensure best possible client experience.

Business and Brand Development

- Support development activities, ensuring that learning opportunities are accurately and compellingly communicated to the market, to help meet sales, quality, and engagement targets.
- Through the delivery of world class programme direction, intentionally seek to enhance the reputation of London Business School as one of the world's preeminent providers of executive education.
- Participate in client pitches, client visits, and mobilization meetings
- Be an advocate and ambassador for the London Business School EE transformative learning approach.

Collaboration, Engagement, and Relationship Management

- Develop an annual engagement and communications plan to drive participation and engagement. Plan to include Programme Director specific workshops, monthly meetings, as well as learning partner events and conferences.
- Collaborate with EE colleagues and other relevant stakeholders to identify cross-department opportunities and ensure that learning experiences across the custom client portfolio are inspirational, innovative, and underpinned by leading evidence-based research.
- Take the lead on and/or represent Executive Education, the Transformative Learning Team, or the Network of Programme Directors, in cross-departmental initiatives to enable London Business School to better meet its strategic goals.
- Ensure all necessary initial agreements, KPIs and contracts are agreed and in place for Programme Directors.
- Manage any contracting, relationship, and quality issues, liaising with the Resourcing Team and other relevant teams to manage issues as they arise.
- Act as a mentor, guide, and confidant to Programme Directors.

Financial Management

- Contribute to the development of budgets for the department.
- Lead the control of relevant budgets to ensure well planned, value for money and cost control.
- Support Program Directors to achieve the desired learning outcomes, impact, and quality standards within the contracted commercial parameters.

Change Management

- Participate and/or lead design projects on time, to scope and quality.
- 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.

KPIs:

- The development and execution of a clear strategy for the network of Programme Directors that ensures deep programme direction capability in LBS EE.
- Clear evidence of an engaged and committed community of Programme Directors – measured by feedback from the network.
- Positive and strong Key Performance Indicators for programme quality & impact.
- A Programme Director network with increased diversity, global reach, and executive learning expertise.
- Successful learning interventions achieving Key Performance Indicators.
- Contribution to continuous improvement in School rankings and winning awards
- Projects delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from customers, colleagues, and other stakeholders.
- High-quality work delivered by Programme Directors.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience. Masters or equivalent preferred in Organizational Development, Business Administration, or Organisational Learning.
- Professional qualification or equivalent experience in Organisational Development, Organisational Consulting, Change Management, or Learning Facilitation
- Deep and practical experience of programme direction for in person and blended custom executive education programmes for senior executives. This experience should include expertise in design, development, delivery, and learning facilitation.
- Excellent client relation skills and the ability to engage with confidence.
- Excellent and inspiring communicator with the ability to negotiate, collaborate and influence.
- Significant project/programme management experience with advanced planning skills and a strong execution orientation.
- Excellent problem-solving skills.
- Ability to manage multiple internal and external stakeholders.
- In-depth knowledge of executive education, learning design, and blended learning. Knowledge of competitors in the executive education sector.
- Deep knowledge of executive learning: design/delivery principles, theory, practice
- Ability to scan the horizon, identify sector best practice and translate this into future planning.

Resources including team management

Staff	-
Budgets	-
Date Updated	24 February 2025