

# JOB DESCRIPTION

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|-------------------|----------------------------------------------|--------------|---|
| <b>Job Title</b>  | Director, Quality and Academic Standards     |              |   |
| <b>Reports to</b> | Deputy Dean, Degree Education                |              |   |
| <b>Department</b> | Deputy Dean's Office / Teaching and Learning |              |   |
| <b>Job Family</b> | Business Services                            | <b>Level</b> | 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

The Quality and Academic Standards Team sits with the Deputy Dean, Degree Education and supports the realisation of the vision and priorities for teaching and learning at London Business School. The team:

- Provides professional expertise to ensure compliance with the many regulatory, governance and legal requirements of the United Kingdom and United Arab Emirates / Dubai regulators.
- Works closely with senior academics across the School to determine, maintain and safeguard the School's academic standards and award of degree.
- Works across the School to support the delivery of programmes and courses for students, and to ensure the correct implementation of the regulations, academic policies and procedures, and compliance.

The Quality and Academic Standards Team has a broad remit and some of its functions include:

- Supporting the enhancement of the academic quality framework and standards.
- Maintaining the academic quality manual for faculty and staff, and the regulations for students to ensure they act as a single source of truth.

- Developing policies, procedures and documentation to ensure they are appropriately defined and controlled, and fully compliant with internal/external requirements.
- Management student casework internally within the School and externally with the Office of the Independent Adjudicator for Higher Education.
- Managing the appointment and relationship with external examiners and processes for external examination
- Providing reports for internal and external purposes.
- Providing secretariat services to academic committees.

## Job Purpose

The Director, Quality and Academic Standards is London Business School's expert on all matters of quality (assurance and enhancement) and academic standards (student casework).

The Director reports directly to the Deputy Dean, Degree Education to support the realisation of the vision and priorities for teaching and learning at London Business School and:

- Contributes to the School's wider governance by providing leadership and secretariat services to academic committees, and expert advice to senior management to ensure any internal and external requirements are considered and complied with.
- Collaborates with senior academics to enhance the School's academic framework and regulations, ensuring that the academic standards are clearly defined and maintained, and the value of degrees made in the School's good name is safeguarded.
- Provides leadership for any matters relating to quality assurance and enhancement, and student case management, internally and externally and with regulatory authorities in the United Kingdom (e.g. Office for Students, Office of the Independent Adjudicator for Higher Education and others as applicable) and UAE / Dubai (e.g. Commission for Academic Accreditation, Ministry of Higher Education and Scientific Research, Knowledge and Human Development Authority and others as applicable).
- Leads the development and implementation of policies and procedures for student casework (including academic appeals, student disciplinary, extenuating circumstances, internal and external reviews) and the Quality and Academic Standards Team responsible for managing student cases.
- Ensures compliance with external regulatory requirements and internal quality standards, mitigates risks for the School and resolves issues for students.

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

### Strategy and Planning

- Contribute to the development of a vision/strategy for teaching and learning to enable the realisation of the London Business School vision.

- Develop and lead the implementation of the plans for the Quality and Academic Standards Team to support the achievement of the teaching and learning vision/strategy and compliance.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

### **Partnering and Service Delivery**

- Partner with senior management, academic committees and departments across the School to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Provide technical guidance and recommendations as a subject matter expert to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service delivery within own specialist area.
- Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.
- Collaborate with senior faculty and staff across the School to formally consider serious cases of misconduct and specific matters of bullying and harassment, ensuring the investigation is carried out fairly and sensitively, in accordance with relevant legislation and managing risks to London Business School.

### **Analysis and Reporting**

- Analyse key themes from a wide range of data sources to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.
- Provide expert advice and produce reports, or oversee the production of reports in own area of specialism, to be used by senior management in the decision-making process.

### **Compliance**

- Lead the planning, preparation and coordination of processes relating to regulatory and quality audits conducted by the United Kingdom Higher Education regulatory authorities in relation to academic quality assurance matters.
- Act as the School's main review facilitator and point of contact for the Office of the Independent Adjudicator for Higher Education and the Quality Assurance Agency.
- Lead responsibility for the development of the Academic Quality Manual and the Academic Regulations, including ensuring compliance and the enhancement of academic policies, procedures and documentation and help embed them across the School.
- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.
- Develop and lead the implementation of policies and processes for managing cases, ensuring compliance with external regulatory requirements and internal quality standards.
- Provide oversight to ensure London Business School's arrangements for collaborative provision remain compliant with external requirements and the School's academic regulations and standards are maintained.

### **Supplier/Contractor Management**

- Manage the process for selecting, working with and evaluating partners and suppliers (for example external examiners) to ensure London Business School gets maximum value for money.

### **Collaboration and Relationship Management**

- Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.
- Take the lead on and/or represent the Quality and Academic Standards Team in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

### **Project Management**

- Manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.

### **Financial Management**

- Develop and delivery on the budget for the Quality and Academic Standards Team, to ensure well planned, value for money and cost control.

### **Process Improvement**

- Use management information to recommend new/enhanced policies to support business improvement.
- Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in a defined area of Business Services.

### **People Management**

- Lead the Quality and Academic Standards Team to ensure it has a high-quality working environment and delivering on priorities and meeting key performance indicators, managing performance and resolving issues effectively.
- Provide clear and effective management to the Quality and Academic Standards Team, ensuring that all individuals have relevant objectives which are aligned with the vision and strategy for teaching and learning. biannual performance and growth meetings, and supporting opportunities for professional development in area of specialism or other areas of the business.
- Role model the London Business School behaviours and ensure that all people team policies and processes are adhered to.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within Quality and Academic Standards Team.

- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

#### **KPIs:**

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders.
- Excellent stakeholder feedback.
- Development of high-quality policies and processes.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School rankings.
- High quality work delivered by contractors and agencies.

#### **Knowledge, Qualifications, Skills, Experience Required**

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communicating and influencing skills with the ability to negotiate, collaborate and influence.
- Experience of managing internal relationships at all levels.
- Subject matter expert in legislation, policies, tools or systems applicable to own area of specialism.
- Project or change management certification and experienced in leading and implementing complex business change solutions.
- Broad understanding of each of London Business School's activities and offerings.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

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| <b>Staff</b>        | Yes       |
| <b>Budgets</b>      | Yes       |
| <b>Date Updated</b> | July 2024 |