

JOB DESCRIPTION

Job Title	Manager, Global Experiences		
Reports to	Senior Manager , Global Experiences		
Department	Degree Education and Career Centre		
Job Family	Learning – Programme Management	Level	3

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

Degree Education and Career Centre contributes to the School vision by:

- Attracting and selecting talent from around the world
- Creating an environment in which students can learn and faculty can teach
- Maximizing student and alumni career opportunities through developing their career skills and engaging with employers.

We want to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes, which includes the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and HKU), the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and modular), the Masters in Management and Global MiM (MiM) and the Masters in Financial Analysis (MFA). The degree

portfolio represents over 50% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times.

Job Purpose

Increasing its presence and relationships within and outside the UK is a key priority for the LBS as a global business school. This position will support and help lead the Global Experiences team to provide quality applied and integrative learning experiences to students, and will contribute to the planning, execution and review of a portfolio of global experiential programmes (Global Business Experiences, Global Business Assignments and Global Immersion Field Trips, among others). This portfolio will be fully integrated and aligned with the School's Mission and will drive many of the School's major experiential learning initiatives.

The post holder will report to the senior manager, global experiences, and will be responsible for supporting the development and delivery of a range of mainly global programmes, working closely with other members of the global experiences team, the programme office of the relevant degree programmes, the advancement team, and other internal and external stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Planning

- Contribute to the development of operational plans for the area, providing information to enable efficient and effective planning that meets area/departmental objectives.

Programme Delivery

- Plan and deliver a range of global programmes in accordance with well-defined processes, and contribute to more complex projects with guidance from Senior Managers and Associate Director, Global Experiences to ensure the successful delivery of programmes.
- Create policy documents, course information and/or best practice guides, liaising across teams to gather data and ensuring that guidance and regulations are kept up-to-date and contribute to the delivery of high-quality learning interventions.
- Oversee the accurate production of and updates to learning materials across all channels to support the delivery of programmes.
- Support the review and evaluation of designated programmes to ensure that delivery remains at the highest possible quality.
- Drive the completion and maintenance of standard processes to ensure efficiency and consistency across programmes.
- Monitor the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.

Student/Participant Experience

- Support and co-ordination and delivery of world-class learning experiences for stakeholders.
- Manage the efficient and timely distribution of information to students/ participants/stakeholders using the most effective form of communications.
- Support the development and delivery of feedback activities that contribute to learning enhancements and the continuous improvement of student/ participant/ stakeholder experiences.

Scheduling/Resource Management

- Help to ensure that all scheduling and timetabling activity is as efficient as possible, liaising across teams to ensure that all needs are met effectively.
- Provide support to faculty, team members, and colleagues within area, ensuring the timely provision of information and resources.

Analysis and Reporting

- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and/or cost of learning interventions.
- Undertake data analysis, developing recommendations to inform planning and decision making to create a more effective student/participant experience.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision making.

Supplier/Contract Collaboration

- Help monitor and guide the quality of work delivered by third-party suppliers and agencies against service level agreement to ensure it is to the required standard.

Collaboration

- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of intelligence, identifying new opportunities and the development of high-impact learning experiences.
- Provide specialist information and guidance across School departments as necessary.

Financial Management

- Monitor and review financial activity for own area to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

Process Improvement

- Monitor processes, systems and practices within area, 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 follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Contribution to the successful delivery of high-quality global programmes.
- Programmes delivered on time, on budget and to quality standards and targets.
- Area/team compliance with necessary regulations/processes.

- Timely and robust co-ordination of all internal and external resources.
- Production of high-quality reports, with the identification of trends and issues.
- Improvements to processes and procedures for global programmes.
- Development of relationships within and outside the team, and positive feedback from all stakeholders.
- Positive feedback from students, colleagues and stakeholders.

Up-to-date and accurate financial and project management information for global programmes.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
 - Excellent stakeholder engagement skills with experience of effectively working with a large range of different stakeholders.
 - Experience of using software related to own team or department to extract, analyse and report on data.
 - Sound project management skills.
 - Excellent organisational skills and meticulous attention to detail.
 - Strong analytical and problem solving skills.
 - Demonstrable knowledge of business education and/or global business issues.
- Budget management experience.

Staff	
Budgets	
Date Updated	26th June 2021

