

JOB DESCRIPTION

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| Job Title | Senior Manager – MiM, GMiM & MAM | | |
| Reports to | Programme Director – MiM, GMiM & MAM | | |
| Department | Degree Education and Career Centre | | |
| Job Family | Learning – Programme Management | 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 Degree Education and Career Centre division is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes spanning all career stages and includes;

- 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)
- Masters in Finance (full-time and part-time)
- Sloan Masters in Leadership and Strategy
- Masters in Management & Global Masters in Management
- Masters in Financial Analysis
- Masters in Analytics and Management

The Education portfolio represents over 60% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

Job Purpose

The purpose of this post is to lead as part of the Senior Management team in the delivery of the MiM, GMiM and MAM Programmes, ensuring high satisfaction throughout the student journey, a cohesive team and with successful collaboration with stakeholders.

Working collaboratively with the other Senior Manager this post is required to ensure that all the student-related programme management and operational activities are delivered to a high standard, in a timely and efficient manner- looking at this from an overarching student experience view of the programmes at all times.

Leading a team of 6: 4 Programme Managers and 2 Programme Administrators, the post holder will build a cohesive team and model the School's culture and values, set behavioral expectations and support employee wellbeing.

The post holder is a part of the Senior Management team in the Early Careers division, supporting the Programme Director to deliver the programme and contribute to its strategic ongoing improvement- providing strategic input, analysis and reporting, update on progress of the programme, and deputise when required.

Both Senior Managers will work very closely together to ensure the highest possible standards of delivery and support of the team – including management of the team to deliver their elements of the programmes, planning, scheduling, budgeting and regulatory elements of the programmes and strategic oversight of the skills portfolio. It will require high levels of team and people development skills, wide stakeholder management, high levels of attention to detail and deep understanding of the curriculum. All of this must be done in the context of seeing the student experience and journey.

We are passionate about continuing to run some of the top programmes in the world, as such the post holder plays an essential role in supporting and enhancing the School's reputation. This means the post holder must have a big picture view of what is always happening on the programme, as well as looking forward to planning and improvements for next year. This also means investing time to work with all stakeholders and build positive relationships.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals. This includes working with the Programme Director in developing the overall programme experience for students that encourages positive engagement with the Programme Office, the School brand and the wider school and business community.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities. Liaise across the team and other departments to prepare reports to inform review, planning and decision making on changes to the programme.
- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and/or cost of learning interventions, undertaking research and data analysis as required to gather information against quality standards and to develop recommendations to inform planning and decision making to create a more effective student experience and continuous improvement of the programme.

Programme Delivery and Improvement

- Lead on the delivery of a portfolio of learning programmes/projects in own area of specialism, and/or act as an expert resource to and/or manage a work stream in a large/complex project, coordinating/managing in-house and /or external contributors/resources to ensure successful learning outcomes within budget and to quality standards and targets.
- Oversee the production of programme information, learning resources, materials and guides, ensuring the production of high-quality and effective communications.
- Oversee design and delivery of high-quality programme elements and events to ensure that the content and delivery are aligned to the wider programme strategy, message and goals.
- Lead the review and evaluation of learning provision, programmes and activities to ensure that learning delivery remains at the forefront of business education.
- Review student and staff feedback annually to respond to changing needs and priorities for the events. Ensure key stakeholders are consulted and any significant changes to the programme are submitted to Senior Management for approval.
- Oversee and monitor programme to ensure compliance with relevant external bodies.

People Management

- Management of the Programme Managers to oversee all delivery aspects of the role and working closely with the other Senior Manager to ensure this is done collaboratively in order that implementation is successful, high standard and timely.
- Nurturing of talent within the team, supporting progression and development and developing a team-based, collaborative working environment. Develop team L&D plan.

- Work with HR Business Partner to ensure the timely and appropriate recruitment of staff, their induction and orientation to the programme and school and maintenance of service standards during transitions.
- In collaboration with the Senior Management team, manage the team resources to ensure appropriate allocations to support the service goals, changes to the programme and related activities and staff development opportunities.
- Work to ensure that team is trained in how to deliver the best possible pastoral care to the students.
- Set priorities, and review/provide feedback/support on performance/impact/progress to ensure that the individual achieves own and contributes effectively to wider goals.
- Role model collaboration within team and with other related teams to support the collective achievement of objectives.
- Support team members in identifying learning needs and identify/promote learning opportunities, to enable good performance and impact in current role and appropriate career progression

Quality Assurance and Compliance

- Have a full understanding of all programme regulations, policies and procedures and how to implement these. To contribute to ideas for change and raise areas which need further investment by the department.
- Act as the initial investigation point for any Misconduct cases.
- Act as an escalation point/ advisory contact for any student cases such as interruption of studies etc.
- Work on the revision of the programme regulations, policies and procedures to ensure that they encompass any changes required as well as align with the School regulations and those of the Higher Education sector.
- Monitor the implementation and completion of standard processes and activities to ensure regulatory compliance such as UKVI, Extenuating Circumstances and Academic Regulations.
- Implementing regular reviews for such policies and regulations and/or their application to ensure that the student experience is not limited unnecessarily, training and advising the Programme Office team in their communications about student requirements.

Student/Participant Experience

- Oversee the co-ordination and delivery of a world-class learning experience for students.
- Ensure that students/participants are aware of the School's offerings, what differentiates the School and have access to support and resources as required to enable the most effective learning experience
- Design and lead feedback activities which contribute to learning enhancements and the continuous improvement of student/participant /stakeholder experiences.
- Ensure student records are accurate and secure, and appropriate tracking is in place e.g. academic progression and attendance monitoring.
- Provide support and guidance with regards to policy and best practice as appropriate to Programme Managers or individual students.

- Be alert to student welfare issues and offer pastoral care, referring to other sources of guidance as appropriate.
- Be a point of escalation for student issues raised by students or the team.
- Lead on student investigations when appointed by the Programme Director.
- Build relationships with student representatives and work with them to understand student needs.

Analysis and Reporting

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning /programme management/customer experience initiatives.
- Liaise across the team to prepare reports to inform review, planning and decision-making.

Supplier/Contractor Management

- Work with the Programme Director to commission and contract external suppliers for a variety of activities.
- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take any necessary action based on feedback and escalate issue resolution when required.

Product/Proposition/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.

Collaboration and Stakeholder Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning /programme/customer experience outcomes.
- Work closely with Career Centre to maximise career development support for students and integrate this into the programme.
- Ensuring effective, open and proactive engagement with the student body, and where appropriate applicants, admits and alumni to facilitate dialogue, partnership and enhancement of the experience and delivery of the programme.
- Promoting the programme internally and externally through sharing information and supporting in story sharing with key teams including Marketing, Recruitment, Admissions, Advancement and the Deans office.
- Oversee the academic, skills and student driven expenses, fulfilling financial management requirements and ensuring the effective use of financial resources to produce value for money.

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.
- Ongoing tracking and management of the Programme Office budgets.
- Work in detail on the co-ordination of financial planning and reporting, ensuring all staff are aware of their responsibilities in the execution of the budget plans and reporting on a regular basis to the Director.
- Working with the Director to complete the quarterly forecasts and annual budget management and build exercises.

Change Management

- Champion change by role modelling the behavior 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.
- Support the Programme Director on long term planning and development projects.

KPIs:

- Delivery of high-quality service in own area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.
- Projects/programmes delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in relevant programme performance.
- Engagement, retention and performance levels of direct report.
- Achievement of team targets.
- Evidence of cross-team collaboration.
- Team feedback on clarity of purpose and focus, behavioral and performance expectations, guidance, development and career support.

Knowledge/Qualifications/Skills/Experience required

- Professional qualification or equivalent experience.
- Successful experience managing, developing & motivating a team.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple internal and external stakeholders. High level of relationship building skills.
- Ability to prioritise and focus on material issues.
- Attention to detail.
- In-depth knowledge of business education/specialist area.
- Excellent analytical and problem-solving skills.
- Experience in effectively managing external suppliers/contractors.
- Experience of coaching and mentoring less experienced members of a team.
- Experience of assigning, monitoring and reviewing the work of others.

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| Staff | Working in a team of 9; line management of 4x level 3 Programme Managers, 2x level 2 Programme Administrators |
| Budgets | Support in the management of £770k expenditure |
| Date Updated | 22 October 2021 |