

JOB DESCRIPTION

Job Title	Operations Director, Executive Education KSA		
Reports to	Country Director		
Department	LBS Executive Education – KSA office		
Job Family	Relationship	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.

We draw from London's 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 world-class management and leadership development programmes including a portfolio of over 30 open enrolment programmes for individuals, and customised programmes for global client organisations. With a significant annual turnover Executive Education is an essential part of the School's vision, to have a profound impact on the way the world does business and the way business impacts the world.

Job Purpose

The Associate Director Operations is a pivotal commercial project leadership role within Executive Education(KSA), accountable for translating client and business needs into outstanding learning and customer experiences. This role combines rigorous project management, strong client partnership, and resilient delivery execution to ensure the seamless delivery of our programmes and overall operation in KSA.

Working independently or alongside Country Director and Client Director, the Operations Director, Executive Education leads on driving delivery timelines, managing cross-functional teams between London and KSA, and ensuring all

stakeholder expectations are met. This role demands initiative, adaptability, and a relentless commitment to client satisfaction.

They bring a solution-focused mindset, navigating complexity with a proactive, can-do approach that keeps projects moving forward and clients supported.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Project & Programme Management

- Lead the full lifecycle of client programmes, from commercial handover through to post-programme review—delivering to time, budget, scope, and quality.
- Establish and maintain clear project governance, timelines, milestones and resource planning.
- Anticipate challenges, proactively mitigate risks, and solve problems maintaining high standards under pressure.
- Drive alignment across internal and external delivery teams, providing clarity and direction.
- Develop and maintain robust communication plans to keep stakeholders updated, engaged, and aligned.

Client Relationship Management

- Serve as the day-to-day strategic partner and primary point of contact for clients, delivering high-quality service and building trusted relationships.
- Understand the client's business drivers and learning goals, ensuring solutions are tailored, relevant, and impactful.
- Manage client expectations assertively and empathetically, navigating ambiguity with professionalism.

Collaboration & Influence

- Foster a collaborative, high-performance culture across project teams, including Programme Directors, Learning Designers, and commercial colleagues, among others.
- Influence internal stakeholders and suppliers to ensure quality, consistency, and excellence in delivery.
- Balance multiple priorities, in a complex, dynamic environment.

Commercial & Financial Leadership

- Build and manage project budgets with commercial insight, ensuring both profitability and quality are delivered.
- Maintain financial oversight, including invoicing, procurement, recharges, and margin tracking.
- Support or lead account growth, contract renewals, and strategic account planning.

Continuous Improvement & Quality Assurance

- Lead regular quality and impact reviews, ensuring programmes evolve in response to feedback and changing client needs.
- Maintain a deep understanding of Executive Education innovations and market trends.

Office Operations Management

- Oversee the day-to-day operations of the KSA office, ensuring smooth, efficient, and professional office functioning.
- Manage administrative support, facilities coordination, and operational processes.
- Implement and maintain systems, tools, and workflows to streamline operations, enhance communication, and support programme delivery.
- Liaise with cross-functional teams in London (e.g., IT, Finance, HR, Legal, Facilities) to align with broader institutional policies and procedures.
- Monitor and uphold compliance with internal standards and external regulatory requirements related to data, finance, and procurement.
- Support onboarding and training of new team members.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with clients and stakeholders, gaining excellent feedback.
- Revenue and/or engagement targets met or exceeded.
- Robust customer satisfaction framework in place.
- Development and delivery market leading solutions and initiatives.
- Engagement of local team (staff engagement score).
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision-making.
- Contribution to cross-School initiatives.
- High-quality work delivered by contractors and agencies.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School specific rankings.

Knowledge, Qualifications and Skills Required

- Proven success managing high-value client accounts in a complex, matrixed environment is preferred
- Demonstrated experience in leading cross-functional projects with multiple stakeholders.
- Strong commercial acumen and financial oversight capabilities.
- Resilient, solutions-focused, and highly organised under pressure.
- A confident communicator and influencer, able to navigate senior stakeholders and shifting priorities.
- Experience in Executive Education or Learning & Development is advantageous.
- Familiarity with executive learning principles and salesforce is a plus.

Resources including team management

Staff	Nil
Budgets	TBC
Date Updated	April, 2025