

# JOB DESCRIPTION

<b>Job Title</b>	<b>Student Experience Manager</b>		
<b>Reports to</b>	<b>Senior Manager</b>		
<b>Department</b>	<b>Degree Education and Career Centre</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>3</b>

## 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 Office 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) and the Masters in Management. The Education portfolio represents over 50% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

## Job Purpose

To support the overall student experience with particular focus on engaging with the class to ensure that every student receives effective, professional and personalised support and guidance. To deliver high quality, knowledgeable and timely information to engage all students in key decision-points throughout the flexible programme.

Working within a team of Student Experience and Programme Delivery Managers and supported by a team of Programme Administrators, in assisting the Programme Director and Senior Team in the overall direction, development and delivery of the MBA programme as well as the provision of high quality student support and an exceptional student experience.

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

### **Key areas of accountability:**

#### **Student Experience**

##### Supporting the Student Journey

- To act as a dedicated point of contact for two Streams of the MBA class, for both first and second year students.
- To provide student advice and support in a timely, responsive and professional manner both face to face and via phone/email.
- To act as the guide to the student journey and provide knowledgeable information and insight to support the student experience throughout the programme, including the information and support through key student decision-points and times of personal challenge.

##### Student Activities

- Working with the team of Student Experience Managers and Senior Managers to develop and deliver a programme of targeted inclusive student activities, to ensure relationship building within the stream and between students and the MBA programme team.
- Review feedback to continue to develop and enhance related activities with a focus on adding value to the student experience and engaging with the whole MBA student body.

##### Relationship Management

- Develop and maintain a professional relationship with the two Streams, ensuring that it maintains longevity throughout the two-year programme and supports students both in London and when students are travelling, working or studying remotely.
- Develop an approach to successfully building your relationships and working with your students across multiple sites ensuring the provision of service and accessibility is generous and meets student's needs.

##### Communications

- Working with the Programme Delivery Manager and Senior Manager (communications) to deliver information as needed and in student-friendly format.
- Respond to student feedback you receive by working with the communications team members to address any communication plans and content to meet student needs accordingly.

##### Knowledge

- Working with Senior Managers and the Programme Delivery team, to ensure that your knowledge of all key programme elements is strong, enabling you to advise students on all elements of the programme, the impact of decisions, options available to them, timelines, sources of further information and to deliver student

briefings on each programme element as needed. Understand how students can optimise their use of School resources.

### **Academic representatives and Student Feedback**

- Coordinate the appointment and induction of students into the stream-specific roles to support the student experience.
- Actively manage the Academic Rep role ensuring high quality and timely feedback is put forward to the MBA programme team, actions are managed by the Academic reps, the wider MBA student body is engaged with and constructive suggestions and action points are put forward and developed.
- Support the feedback process by managing issues raised, acting as the conduit between students, faculty and the programme office.
- Actively manage the feedback loop, working with the reps and wider stream to ensure students are aware of issues raised and actions taken.
- Working with the Senior Managers and the Programme Director, escalate where appropriate and produce coordinated responses and actions.
- Ensure all issues are logged, monitored and reported where appropriate.

### **Pastoral Support**

- Act as a point of contact for students who are seeking support and help either in academic or personal issues and understanding when to make additional School services aware of different situations in order to fully support the student, responding to student welfare issues and providing pastoral care and/or referrals to other sources of guidance or counselling
- Advise students on Extenuating Circumstances policy and present their requests to the EC panel
- Understanding School processes and policies, when to refer students to them and possible outcomes and/or implications
- Working with the Wellbeing Services, Visa and Financial Aid, Student Association, Quality and Assurance and any other associated support mechanisms

### **Learning Delivery**

- As determined by the Senior Manager, Student Experience, you will support the management of a variety of student support services within the MBA programme team.
- You will be responsible for developing and managing particular elements of the support mechanisms around the student journey; working with well-defined processes and contribute to more complex projects to ensure the successful delivery of learning programmes. These will be inclusive of but not limited to, Attendance monitoring and reporting and the management of onboarding and MBA Team Inbox.

### **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 to inform other programmes of work.

### **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.

**KPIs:**

- Delivery of high quality Student Experience
- Projects 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.
- Development of relationships within and outside the team, and positive feedback from all stakeholders.
- Up-to-date and accurate financial information for own service area.
- Improvements to processes and procedures in own area of specialism.

### Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Proven experience in a student-facing environment, including pastoral care or wellbeing support, with strong empathy and sound judgement when handling sensitive matters.
- Experience of using software related to own team or department to extract, analyse and report on data. Microsoft Office Suite – and in particular Microsoft Excel – competency required
- Sound understanding of the wider School's offerings and those of competitors.
- 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 relevant sector.
- Budget management experience.

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	<b>16/12/2025</b>