

JOB DESCRIPTION

Job Title	Student Experience Manager		
Reports to	Senior Manager, Student Experience		
Department	Degree Education and Career Centre		
Job Family	Learning	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

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 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:

Planning

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

Learning Delivery

- Plan and deliver a range of programmes/learning events in accordance with well-defined processes, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure the successful delivery of learning 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 and learning activities.
- May provide specialist expertise to inform the design of learning activities/programmes and the development of learning resources in line with current thought leadership and best practice.
- Monitor the completion of standard processes and activities to ensure regulatory compliance.
- Monitor the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.

Student/Participant Experience

- Manage the efficient and timely distribution of information to students/participants/stakeholders selecting the most effective form of communications.
- Understand individual learner needs and maintain a sound understanding of London Business School offerings, providing individual guidance and support to enable students/participants/ stakeholders to meet their needs and optimise their use of School resources.

Scheduling/Resource Management

- Liaise within and across teams to understand cross team/stakeholder scheduling and timetabling requirements and co-ordinate the efficient planning of schedules accordingly.

Analysis and Reporting

- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and/or cost of learning interventions, undertaking research as required to gather information against quality standards.

- 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.

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.

Process Improvement

- Monitor processes, systems and practices within area of specialism, 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.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

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:

- Delivery of high-quality learning programmes, events and resources.
- 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.
- Production of high-quality reports, with the identification of trends and issues.
- 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.
- Experience of using software related to own team or department to extract, analyse and report on data.
- 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.

Resources including team management

Staff	
Budgets	
Date Updated	