

# JOB DESCRIPTION

<b>Job Title</b>	<b>Programme Director, Dubai Executive MBA</b>		
<b>Reports to</b>	<b>Director, EMBA Programmes</b>		
<b>Department</b>	<b>Degree Education and Career Centre</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>5</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 Leadership Programmes unit is part of the Degree Programmes and Career Centre team of over 100 staff who play a vital role in the success of London Business School. The Leadership team is responsible for designing, marketing and delivering five executive degree programmes serving over 400+ students admitted each year: the Executive MBA in London and Dubai, EMBA-Global with Columbia Business School, EMBA-Global Asia with Columbia and Hong Kong University and the Sloan Masters in Leadership and Strategy.

The Dubai-London Executive MBA is an integral part of our EMBA offering and is closely tied to the EMBA London programme. The Dubai programme is a challenging course of study in both Dubai and London that leads to a London Business School MBA. Our campus is located in the prestigious Dubai International Financial Centre. There are two intakes (September and January) of 100-120 students admitted annually. The LBS Dubai EMBA is organised in a modular format that permits students to continue their careers while they complete the requirements of the Executive MBA degree. The timetable is based on a residential week in London for Orientation and the Opening Module, additional days in London for Capstone teaching, four days a month in Dubai in the first year to complete the core courses, and participation in the

School-wide elective portfolio in London and Dubai in the second year. Students in the Dubai-London Executive MBA programme are an integral part of the School's global community.

## **Job Purpose**

The primary purpose of the role is the delivery of the Executive MBA Dubai Programme, the pastoral care and academic progression of its student. Reporting to and working in close collaboration with the EMBA Programme Director and other colleagues in the Leadership Programmes team (which encompasses the EMBA, EMBA Global and Sloan programmes), the post-holder will be accountable for creating a highly professional and effective learning and support environment resulting in high levels of student satisfaction.

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

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

#### **Programme Management**

- Together with the Director, EMBA Programmes to review and develop curriculum content both core and elective so that it has a profound impact on the current and future careers of the students, ensuring that the programme is innovative and remains relevant to the needs of the target markets and the employers.
- Regularly monitor students' levels of satisfaction with every aspect of their experience at the School to ensure continuous improvement and innovation in order to develop and implement opportunities to enhance student experience.
- With the Director, EMBA Programmes, ensure a seamless programme delivery in London and Dubai.
- Encourage faculty involvement in all aspects of the programme through efficient dissemination of information, and informal contact.
- Lead the Programme team to track individual student progress, ensuring that students are supported both academically and pastorally, and be the escalation point for major student issues.
- Operational issues, student appeals and disciplinary cases handled effectively, in a timely manner professional manner and in compliance with the School's internal procedures
- Oversee and/or contribute to strategic and programme event planning.
- Oversee scheduling and planning of all core and elective courses being offered in the Dubai Centre and off-site locations.
- Effective coordination with internal stakeholders whose contributions are essential to the delivery of the programme.

- Compliance for all Quality Assurance and accreditation requirements on behalf of the School in relation to the EMBA programme

### **Strategy and Planning**

- Contribute to the development of a vision/strategy for a department/ division to enable the realisation of the London Business School vision.
- Develop and lead the implementation of plans for an area/department to support the achievement of wider departmental/organisational goals
- Lead the development of Key Performance Indicators to enable the assessment of the quality and impact of learning interventions.

### **Design and Delivery**

- Keep up-to-date with thought leadership and innovation within the field ensuring the incorporation of leading thinking and technologies into plans and learning design.
- Oversee learning needs analysis activity, ensuring that findings inform programme design and are communicated effectively to relevant stakeholders.
- Identify, design and oversee the delivery of new programmes, modules, content and/or systems, ensuring the integration of the most effective learning technologies, activities, and teaching methods to maximise student/participant learning in alignment with strategic aims, impact objectives and student/client needs.
- Champion best practice learning, ensuring that this is applied consistently, explicitly, and powerfully across all programmes to continuously improve learning impact.
- May deliver programmes, modules and/or sessions ensuring world-class facilitation and the provision of feedback that optimises the student journey.
- Lead on broader planning and oversight of operational programme management for a portfolio of learning and programme interventions ensuring investment in high-impact and high value interventions.
- Accountable for compliance with all relevant procedures/regulations/quality assurance.

### **Impact Assessment & Reporting**

- Analyse existing and commission new reports and wider data sets to establish themes and trends and use this insight to inform decision making regarding current and future learning interventions and programmes.
- Lead evaluation activity to assess the success of learning interventions against KPIs and overall departmental objectives and ensure the continuous improvement of programme design, delivery, and materials.
- Ensure that the quality and competitiveness of learning interventions are benchmarked against the world's leading business schools.

### **Business and Brand Development**

- Support development activities, ensuring that learning opportunities are accurately and compellingly communicated to the market, to help to meet sales, quality and engagement targets.
- Champion learning solutions from your own area in order to contribute to the reputation of London Business School and the recruitment of students/participants/clients.

### **Collaboration and Relationship Management**

- Collaborate with faculty, colleagues and other relevant stakeholders to identify cross-department opportunities and ensure that learning experiences across the School are inspirational, innovative, underpinned by leading, evidence based research and involve the right contributors at the right times.
- Take the lead on and/or represent the area/department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.
- Accountable for relationship management, commercial arrangements and quality assurance of external suppliers/contractors.

### **Financial Management**

- Responsible for setting and monitoring against programme budget
- Liaises regularly with the EMBA Programme Director on financial matters relating to the programme.

### **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.
- Lead, develop and manage a high performing team in Dubai

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.

### **School Ambassador**

- Be an ambassador for the School and the programme. As Programme Director maintain good working relationships with the media, the corporate sector, other educational institutions and any other organisations to promote the School and our programmes.
- Attend, as requested, meetings of the Gulf Association (the LBS alumni body based in the Middle East), the International Alumni Board, Regional Advisory Boards and other fora.

- Make whatever contribution is possible to support the School in achieving its vision, mission and objectives, and to improve any aspects of its strategic, planning, pedagogic, operational, external, community or resource concerns.

### **Recruitment and Admissions**

- Support the Dubai Recruitment & Admissions team to achieve our qualitative and quantitative intake targets and developing the brand and reputation of our programmes.
- Understand the competitive marketplace, anticipate changes, opportunities and/or threats, and review and amend policy as appropriate.
- Participate in the admissions process as required

### **KPIs:**

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Successful learning interventions achieving Key Performance Indicators.
- Contribution to continuous improvement in School rankings.
- Trusted adviser relationships developed with clients and stakeholders.
- Robust learning experience assessment processes in place.
- Contribution to the development and delivery of market leading solutions and initiatives.
- Excellent student, colleague and stakeholder feedback.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to revenue and/or engagement targets.
- High-quality work delivered by contractors.
- Projects/programmes delivered on time, on budget and to quality standards.
- Contribution to cross-School initiatives.
- Accurate budgets developed, no overspend and value for money demonstrated

### **Knowledge/Qualifications/Skills/Experience required**

- Degree, preferably an MBA
- First class understanding of business education
- Knowledge of the Middle East is highly desirable Substantial programme management experience with strong focus on service delivery and student pastoral care
- Strong problem solving skills
- Excellent project management, multitasking, financial and people management skills
- Strong collaboration skills
- Ability to order and readiness constantly to re-order priorities
- Strong communication skills, both oral and in writing
- Good influencing and persuading skills
- Ability to build strong and effective relationships with team members, faculty, and other key stakeholders within the School and the Region

### **Resources including team management**

<b>Staff</b>	3 direct staff; close coordination with 2 admissions staff, career centre representative, and Dubai Centre Director, External relations.
<b>Budgets</b>	Dubai EMBA Programme and Dubai Centre Operating Budgets
<b>Date Updated</b>	