

JOB DESCRIPTION

Job Title	Programme Administrator, EMBA-Global & Sloan		
Reports to	Senior Manager, EMBA-Global & Sloan		
Department	Degree Education, Programmes & Student Experience		
Job Family	Learning	Level	2

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

Degree Education 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)
- Masters in Finance (full-time and part-time)
- Sloan Masters in Leadership and Strategy
- Masters in Management & Global Master's in Management
- Masters in Financial Analysis

- Masters in Analytics and Management

The Degree 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

The EMBA-Global programme is designed for experienced professionals who have a global dimension to their role and who are operating at mid to senior levels. 40+ students are enrolled annually each May on the EMBA-Global (established in 2001 in partnership with Columbia Business School). The programme is a premium, residential programme for 18 months. Students and faculty travel between the partner schools for 8 class weeks in the first 9 months of their programme. In the second half of their programme, students can take electives at either of the partner schools. They will graduate with two MBAs, one from London Business School and one from Columbia Business School.

The Sloan Masters in Leadership and Strategy is a unique full-time one year programme focusing on strategy, leadership and change. It is specifically designed for senior, experienced, high-calibre professionals and executives wishing to enhance their leadership skills, sharpen their strategic thinking, expand and refresh their management tool kit and plan for their future legacy. Students on this programme have an average of 19 years' work experience with a class size of around 35. The programme runs from December to December.

Job Purpose

The purpose of this role is to contribute to the delivery of the EMBA Global and Sloan programme, delivering a high quality and outstanding experience for our students, as well as providing effective administrative support. To offer a professional, accurate, reliable and timely service to all our stakeholders (students, faculty and colleagues) and to generate ideas for continuing improvement and innovation.

The post holder will be required to work across EMBA Global and Sloan programmes. Due to the nature of our programmes, the role requires some weekend / out of hours working. Time off in lieu is given for these hours.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Students Experience

- Provide a first point of contact service to students and other stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.
- Provide administration support on core course delivery and class weeks
- Provide essential support to events such as Orientation, class weeks and Capstone Assist the team with other student events throughout year.
- Coordinating the logistics of Orientation, core class weeks, block week exchange and congregation as directed by the Programme Managers and Senior Manager. Attend and support events as necessary
- Coordinate Business Projects for both programmes.
- Provide support for student communications
- Build effective working relationships with students and be able to answer day-to-day queries.
- Establish effective communication with students both in person and remotely between classes/class weeks.
- Be alert to student welfare issues and escalate to the Programme Managers as necessary.
- Assist with SEATs student attendance system administration (queries, changes and communications) as directed by Programme Managers.
- Assist Programme Managers with class reps' elections, communications, and facilitate event if required.
- Administer Professional Development sessions with Programme Managers
- Maintain up to date knowledge of all aspects of the EMBA Global and Sloan programmes

Learning Delivery Support

- Order programme materials and resources ensuring that appropriate stock levels are maintained and within budget
- Support the production and distribution of programme information and material via the necessary platforms, ensuring the information provided complies with School regulations
- Efficiently coordinate events and activities such as Capstone, Orientation, Class Weeks and Congregation, anticipating and meeting students' and other stakeholders' needs.
- Liaise with external hotels to provide accommodation during residential class weeks.

Administration

- Coordinate and manage calendars and diaries and support efficient and effective working practices across the team.
- Provide additional administrative support to the Senior Manager and Programme Director as and when required.
- Coordinate all areas of course administration including organising nameplates, badges, room bookings, catering and events and preparing and processing course materials.
- Respond to enquiries in a timely manner ensuring that queries are addressed or escalated as appropriate to enable effective resolution.
- Provide administrative support in the preparation of annual Exam Board meetings and coordinate the production of graduation packs if requested by Programme Manager.

Analysis & Reporting

- Update school databases and systems to ensure student records are up to date and data are recorded in line with established processes.
- Maintain processes for data sharing and recording to enable efficient service delivery to students.
- Administer and monitor feedback mechanisms for the various programme elements as instructed by the team and contribute ideas to tackle the feedback received
- Assist Programme Managers with student visa records, and update school database as required.

Collaboration and Support

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.
- To have an effective working relationship with the other Programme Administrators across programmes to ensure a consistent approach to programme administration.
- Have effective relationships with our colleagues at Columbia Business School and work in collaboration with them as and when needed

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency and effectiveness.

KPIs:

- High-quality support service provided to students, colleagues and stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Educated to degree level or equivalent.
- Administrative experience, preferably in a Higher Education environment.
- Commitment to providing an outstanding level of customer service.
- Excellent written communication and interpersonal skills and the ability to work with a variety of stakeholders.
- Sound knowledge of Microsoft Office packages including Word, Excel, PowerPoint and Outlook.
- Proactive approach to building and maintaining a good relationship with students and colleagues.
- Event experience
- Excellent attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Experience in standard financial management processes.

- Willing to work some evenings and weekends (time off in Lieu provided for work outside of hours)

Staff	Working in a team of five
Budgets	Support in administration of Programme budgets
Date Updated	April 2026