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| **Job Title** | **MBA Programme Administrator** |
| **Reports to** | **Programme Delivery Manager** |
| **Department** | **MBA Programme Office** |
| **Job Family** | **Learning**  | **Level** | **2** |

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| **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.  |

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| **About the Department** |
| The Degree Education and Career Centre 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 Graduate Masters programmes comprising Masters in Management, Masters in Analytics and Management, and Masters in Financial Analysis. The Degree Programmes 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.   |

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| **Job Purpose** |
| To contribute to a high-quality and rigorous experience for our students and to help deliver a high-quality degree programme by providing accurate, reliable, timely, responsive and innovative service. Ensure all students and colleagues in the School receive a consistently high level of customer service.  You will be working directly as part of the MBA Programme Team, supporting delivery of the MBA Programme, assisting the Programme Delivery Managers, Student Experience Team, Senior Managers and Programme Director. Student relationships are key in this role, and you’ll meet a hugely diverse student body from many different backgrounds and countries.  As part of the wider Degree Programmes division, you will be part of a supportive and hard-working team, in an environment where everyone is encouraged to constantly generate ideas and improve our service to the students. You will have the opportunity to also be involved in collaborative, cross-programme activities to support the wider delivery of all Degree Programmes.  Due to the nature of our programmes, the role requires some out of hours working in evenings and weekends. Time off in lieu is given for these hours. . |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Student Experience*** Provide an excellent level of customer service and outstanding support to our students at all times
	+ 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.
	+ Be alert to student welfare issues and escalate to the relevant Programme Managers as necessary.
	+ Contribute to the development of the student experience through engaging and interacting with our students on a day-to-day basis, attending events and building effective working relationships with the students

**Learning Delivery Support**  * Organise distribution of grad packs to students after each Exam Board including collection of data required for student Certificates
* Efficiently co-ordinate events and activities such as skills workshops in line with policy guidelines, anticipating and meeting practical student/ participant/stakeholder needs in the delivery of key functional areas.
* Regularly conduct elective checks and promptly notify individuals of any programme requirement shortcomings. Escalate cases to Programme Manager and Student Experience Manager when needed.
* Monitor student progress in core and elective courses to ensure they are on track to meet program requirements, liaise with internal stakeholders, manage grade notifications, and communicate with the Student Experience Manager to ensure effective program management.

 **Administration** * Assume responsibility for providing excellent customer service, demonstrating a thorough understanding of the functional area's policies and procedures, and utilising strong communication and problem-solving skills to deliver timely and effective solutions to standard inquiries.
* Manage mailboxes, providing empathetic and timely responses to inquiries while ensuring effective resolution through escalation or problem-solving.
* Cover queries from Student Experience stream inboxes in absence of Student Experience Manager to ensure all queries are responded to accurately in a timely manner

**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.
* Conduct analysis and feedback reviews to support the identification of trends and forecasting to enable effective planning further.

**Collaboration and Support** * Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student/participant/ stakeholder experience.
* Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.
* Act as a point of referral for less experienced colleagues to help to resolve issues and problems within the team.

**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.

**Change Management** * Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

**KPIs:*** High-quality support service provided to customers, colleagues and stakeholders.
* Timely response to and resolution of enquiries, requests and issues.
* Timely availability of materials and supplies.
* 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.
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| **Knowledge/Qualifications/Skills/Experience required**  |
| * Further education or equivalent qualification
* Proficient in commonly used IT packages such as Microsoft Word, Excel, and database management systems. PowerPoint experience an advantage
* Excellent interpersonal and relationship skills and the ability to address a variety of stakeholders.
* Excellent organisation skills and meticulous attention to detail
* Excellent written and verbal communication skills
* Ability to work under pressure and prioritise workload
* A team player who can work collaboratively, and also takes ownership and responsibility for their work
* Displays a proactive approach to tasks, suggesting improvements and solutions
* Experience of providing an outstanding level of customer service
* A good understanding of project timelines.
* Proactive approach to relationship development with colleagues.
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| **Staff** | **N/A** |
| **Budgets** | **N/A** |
| **Date Updated** | **April 2024** |