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| **Job Title** | **Delivery Manager (Lifelong Learning)** |
| **Reports to** | **Deputy Director, Central Services** *(with dotted line to Deputy Director - Alumni Engagement)* |
| **Department** | **Central Services, Degree Education and Career Centre** |
| **Job Family** | **Business Services**  | **Level** | **3** |

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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** |
| **Degree Education** contributes to the School vision by:* Attracting and selecting talent from around the World
* Creating a world-class environment in which students can learn
* Maximising student and alumni career opportunities through developing their career skills and engaging with employers.

We aim to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers. Degree Education (DE) is responsible for designing, promoting, recruiting for, and delivering London Business School’s portfolio of degree programmes. Programmes include the MBA, a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School, the Sloan Masters in Leadership and Strategy, the Masters in Finance (fulltime and part-time), the Masters in Management (MiM) and the Global MiM, Masters in Analytics and Management (MaM) and the Masters in Financial Analysis (MFA). The degree portfolio represents over 60% of the School’s revenue. Several programmes are ranked in the top 10 by the Financial Times. **Central Services** sits within Central Teams in Degree Education, and are compliance, operations, transformation, system and data experts. Central Teams combine specialist knowledge, expertise and professional approach to deliver a high-quality teaching and learning experience for our students, faculty and staff. Innovation, collaboration and continuous improvement are at the heart of what we do - we identify and deliver opportunities for the future.Central Services works across degree programmes supporting the department’s strategic planning, as well as the delivery of teaching and learning, and student services. It is constituted of the following teams:* Assessment
* Operational Delivery
* Student Wellbeing Services

Central Services leads on these functional areas: teaching planning and modelling; scheduling and timetabling; elective portfolio planning and student elective enrolment; assessment, including the management of grades, exams, the internal moderation and external review processes, Boards of Examiners and degree certificates; course operations and delivery; data management, visualisation and insights for the department; and Student Wellbeing Services (disability support, safeguarding and counselling). |

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| **Job Purpose** |
| This position works within the Central Services and very closely with Advancement supporting School’s provision of lifelong learning opportunities for our global alumni community. The post is responsible for managing alumni access to a suite of elective course offerings. Working with colleagues in the Central Team and Advancement to coordinate a coherent Forever Forward Lifelong Learning offering; take an active role in the visibility of the offering; engage with the alumni community; and ensure appropriate management of access/enrolment and the tracking of completion is in place. Alongside operational responsibilities, the post-holder will have direct contact with alumni, supporting with communications, customer service and connecting the alumni elective programme to other activities and initiatives managed by the Alumni Engagement team.The post-holder will work collaboratively with faculty and staff from Subject Areas as well as other School departments, including Digital Learning (Library), Technology, Finance and Marketing.The role will also support other Central Service projects. |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Delivery and Support** * With the Director and Deputy Director, Central Services develop and identify a shortlist of electives access, space provision and allocation, liaising with Faculty and Subject Areas as appropriate.
* Manage register of interest, application and enrolment process, ensuring alumni are successfully enrolled and Terms & Conditions are signed.
* Lead on course logistics and management, access to Canvas and working with Technology colleagues to ensure appropriate IT identity set-up, email access etc.
* Liaise with Digital Learning (Library) colleagues on the securing of appropriate licenses for learning resources.
* Enrol and assign alumni onto relevant elective course(s) via SchoolDB.
* Provide Subject Area staff and faculty with course alumni enrolment list and other materials that support their engagement with alumni in the classroom (biographies for example)
* Through liaison with the Finance team ensure appropriate payment mechanisms are in place for alumni. Track payments as appropriate and report on income profile to Senior management.
* Work with colleagues in Advancement and Marketing to develop appropriate promotional material and publicity communications to alumni to help encourage registration and drive broad awareness of the offering.
* Design and develop process and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective customer support service.
* Resolve operational day-to-day issues, ensuring an efficient and world class service is extended to all stakeholders.
* When required, communicate directly with alumni attendees and deliver excellent customer service.

**Analysis and Reporting** * Independently collate, cleanse, and analyse data, and make recommendations based on analysis to support the department’s decision-making process.
* Liaise across the team and other departments to prepare reports to inform course offering, enrolment trends, and future planning of the learning opportunities available for alumni.
* Supporting data management and insights for other Central Services projects.

**Collaboration** * Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team’s profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
* Specifically collaborate with the Alumni Engagement Team to deliver seamless and high-quality experiences for alumni attending electives.

**Project Management** * Plan and deliver a lifelong learning alumni elective offering, contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets as required.
* Contribute to other projects in Central Services’ corporate plan, as required

**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.
* Document processes and policies to ensure that there is a robust set of procedures governing the alumni elective offering.

**People Management** * Role model the School’s culture and values, set behavioural expectations and support employee wellbeing.
* Role model collaboration within team and with other related teams to support the collective achievement of objectives.
* Delivery of key deliverables through the support of stakeholders from across Subject Areas, Programme teams, Digital Learning, Finance and Marketing.
* Evidence of cross-team collaboration

**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 lifelong learning offering to alumni.
* Area/team compliance with necessary regulations/processes.
* Production of high-quality reports, with the identification of trends and issues.
* Timely and robust enrolment of alumni on courses.
* Ensure alumni receive course materials and access to Canvas in a timely manner.
* Financial payments processed in a timely manner on time, on budget and to quality standards and targets.
* Development of relationships with key stakeholders and positive feedback from colleagues.
* Improvements to processes and procedures in own area of specialism.
* Amplify alumni awareness of the elective offering.
* Positive alumni feedback from attendees.
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| **Knowledge/Qualifications/Skills/Experience required** |
| * Bachelor’s degree and/or equivalent experience in a related area.
* Good communication skills and the ability to manage key relationships with senior stakeholder
* Excellent customer service skills.
* Experience of working in a membership organisation, student, alumni or customer facing role.
* Good project management skills.
* Experience of navigating organisational platforms and systems
* Excellent organisational skills and meticulous attention to detail.
* Good data management skills.
* Strong analytical and problem-solving skills.
* Experience managing a wide range of stakeholders.
* Ability to identify process improvements
* Proven experience of delivering to customer expectations
* Proven commitment to self-development
* Positive, solution focused attitude
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| **Resources including team management**  |
| * No line management at this time.
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| **Staff** |  |
| **Budgets** |  |
| **Date Updated** | **17 January 2024** |