

JOB DESCRIPTION

Job Title	Programme Delivery Manager		
Reports to	Senior Manager – Programme Delivery and Development		
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 MBA student experience with focus on programme delivery with responsibility for the design and delivery of the programme. To deliver high quality processes and programme elements as well as professional, knowledgeable and timely information to all programme team members and 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 MBA 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

Communications

- Lead the development and delivery of effective and professional student communications, promoting a holistic approach to communications with the team
- Coordination of weekly bulletins including sourcing information and publishing.
- Track and monitor communication activities over the academic year in order to develop and deliver the annual communications strategy
- Manage and develop the use of the School's VLE (Canvas) for key programme information.
- Collaborate with relevant stakeholders in order to continually improve digital requirements.
- Represent the MBA Programme and student in cross-programme collaboration projects

Strategic Events (including Orientation)

- Work with the Senior Management team to develop the strategic event activities to meet change in needs and priorities. Initiating ideas for change during the annual review and seeking out new ideas is a key part of the role.
- Ensure successful planning and delivery of high-profile events
- Manage the delivery of the strategic events including scheduling, collaborating with internal and external stakeholders to ensure activities run efficiently and smoothly from planning through to implementation to evaluation
- Ensure successful communication of all information relating to the event including sign up, Canvas and bulletins
- Manage the Orientation budget, process invoices and contribute to forecasts and quarterly reviews.
- Develop, implement, collect and evaluate student feedback for events

Student Fees

- With support from Senior Manager, liaise with the Accounts department to ensure the latest fee information and deadlines are communicated effectively to MBA students
- Identify students with fee issues and follow up with Student Experience Managers to confirm financial position, referring to the School's Financial Aid Officer where appropriate.

- Act as conduit between Accounts, Student Experience Managers and students.
- Maintain and update fee tracking status

Budget Management

- Act as main point of contact for Subject Area teams to provide knowledge and advice regarding course budgets and monthly monitoring. Proactively build relationships to encourage collaborative working.
- Work with Senior Managers to ensure information is transparent and clear.
- Manage the monthly budget monitoring process and work with relevant senior managers to ensure monthly tracking is clear and transparent.

Extenuating Circumstances

- Provide secretarial support for School Panels
- Manage all extenuating circumstances data to ensure that it is consistent, understandable and complies with data retention policies.
- Responsible for managing the student form and ensuring it remains up to date.
- Analyse data for reporting purposes

Walpole

- Lead on planning and delivery of workshop series and events including student communication and attendance monitoring
- Day to day point of contact with Walpole
- Student main point of contact. Manage the collection and analysis of feedback
- Ensure that budget is maintained.

Student 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.

Analysis and Reporting

- 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.

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. Microsoft Office Suite – and in particular Microsoft Excel – competency required
- 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

Working with a team of Programme Administrators on your various projects, this role will be responsible for directly line managing one Programme Administrator.

Staff	
Budgets	
Date Updated	