

JOB DESCRIPTION

Job Title	Senior Manager (Academic Quality / Academic Standards)		
Reports to	Director, Quality and Academic Standards		
Department	Deputy Dean's Office		
Job Family	Business Services	Level	4

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 Academic Quality and Standards team sits with the Deputy Dean and supports the realisation of the vision and priorities for teaching and learning at the School. The team:

- Provides professional expertise to ensure compliance with the many regulatory, governance and legal requirements of the UK regulators.
- Works closely with senior academics across the School to determine, maintain and safeguard the School's academic standards and award of degree.
- Works across the School to support the delivery of programmes and courses for students, and to ensure the correct implementation of the regulations, academic policies and procedures, and compliance.

The team has a broad remit and some of its' functions include:

- Supporting the enhancement of the academic quality framework and standards.
- Maintaining the academic quality manual for faculty and staff, and the regulations for students to ensure they act as a single source of truth.
- Developing policies, procedures, and documentation to ensure they are appropriately defined and controlled, and fully compliant with internal/external requirements.
- Managing student casework internally within the School and externally with the OIA.
- Managing the appointment and relationship with external examiners and processes for external examination.
- Providing reports for internal and external purposes.
- Providing secretariat services to academic committees.

Job Purpose

The Senior Manager provides expertise on all matters of quality (assurance and enhancement) and academic standards (student casework) and supports the realisation of the vision and priorities for teaching and learning at the School.

The Senior Manager will:

- Collaborate with senior academics (including the Deputy Dean, Chief Examiner and Academic Director) and support the work of the Academic Policy Committee and Board of Examiners to define, maintain and implement the School's academic standards.
- Lead on the enhancement and implementation of the School's academic quality framework and regulations, ensuring compliance with internal governance, external regulations, and best practice.
- Development of the academic quality manual, including creating documented policies, procedures, and templates for use by faculty, students and staff, and appropriate controls for records management.
- Manage range of student cases in accordance with key performance indicators, act as the first point of contact for students and stakeholders, investigate and formally consider cases with academics, and provide expert advice to panels to ensure the consistency of procedures and case outcomes.
- Provide data and analysis for termly reporting purposes and scrutiny, identify trends and opportunities for enhancements to the academic quality framework.

Key Areas of accountability and Key Performance Indicators (KPIs)

Strategy and Planning

- Contribute to the development of strategy for the QAS Team and Deputy Dean's Office, ensuring that plans are aligned to the wider strategy for degree education and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery by the QAS Team.

Partnering and Service Delivery

- Partner with academic committees and departments providing services for degree education to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within the QAS area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for academic quality and student casework, and support monitoring, to ensure compliance across the School.
- Manage student casework (including but not limited to academic appeals, extenuating circumstances, student disciplinary and chair's action requests) ensuring compliance with School policies and procedures and external regulatory requirements.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration

- Partner, and build strong relationships with departments providing services for degree education to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the QAS team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism.
- Act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Use management information to recommend new/enhanced policies to support business improvement.
- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.
- Role model the School behaviours and ensure that all School people team's policies and processes are adhered to.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or professional qualification and equivalent experience of UK higher education, business education and/or quality assurance.
- Excellent written communication skills with the ability to engage a variety of audiences including students and external regulators.
- Sound working knowledge of policies, regulations and legislation in area of specialism, and ability to translate complex requirements for stakeholders.
- Significant experience of software, with the ability to build basic models or tools, and prepare data reports.
- Excellent analytical and problem-solving skills.
- Significant experience of leading projects, developing policies and procedures, and providing reports and recommendations for approval to senior management.
- Ability to manage multiple internal and external stakeholders, and effectively managing suppliers/contractors.
- Ability to prioritise and focus on material issues.

Resources including team management
Not applicable

Staff	None
Budgets	None
Date Updated	3 November 2025