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| **Job Title** | **Programme Manager – Executive MBA** | | |
| **Reports to** | **Senior Programme Manager** | | |
| **Department** | **Degree Education** | | |
| **Job Family** | **Learning** | **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** |
| 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), 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** |
| This is an exciting project and delivery Programme Manager role which sits in the EMBA London Programme Team. We are looking for a free-thinking and innovative Programme manager who will be able to run projects for the team to a high standard and look for ways we can improve our current processes. Responsible for delivery of specific aspects of operations for the whole EM BA Programme, working closely with stakeholders including faculty and our Central teams  Excellent student experience is at the heart of all we do, and this role will be central to ensuring an excellent level of service delivery and develop strong relationship with the class over their two years of their programme. The right candidate will have excellent stakeholder management and customer service skills and should feel comfortable communicating with senior students and stakeholders.  This role will require someone who can build and sustain effective working relationships with faculty and colleagues within Degree Education and across the School; in particular to join together projects and processes for both the London and Dubai EMBA Programme Teams, to ensure a seamless programme experience to all students. |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:**  **Management of international Exchange Block Weeks**   * Coordinate and manage all aspects of international exchange block weeks for both outgoing and incoming students * Serve as the main point of contact for students participating in exchange block weeks, ensuring timely and effective communication throughout the process. * Oversee the course approval process by liaising with academic departments and ensuring compliance by accurate record keeping * Maintain accurate records of student allocations, course selections, and host institution details. * Track and update student grades received from partner institutions and ensure timely entry into internal systems.   **Project Management**   * Support the Senior Manager with team improvement initiatives, taking ownership of their ongoing operational delivery. Projects may include the development and implementation of an evaluation and feedback process, a revised communications plan, and the review, launch, and continuous management of updated Canvas pages. * Assist the Senior Programme Manager and Programme Director with wider school-level projects as needed.   **Event Management**   * Lead the planning and execution of strategic Orientation and Congregation events for the London and Dubai EMBA cohorts * Design and deliver impactful networking and social events for EMBA students and collaborate with the EMBA Global and Sloan teams to develop joint Leadership Programme initiatives. * Provide support in the coordination and delivery of Elective Residency events, ensuring a seamless student experience.   **Communications**   * Own the development and execution of a comprehensive student communications plan for the EMBA London team. * Oversee all communications to ensure alignment with brand guidelines and the delivery of high-quality content. * Lead the development and ongoing management of Canvas pages to maintain clear, consistent, and high-standard communications. * Coordinate the collection of student feedback from surveys and class representatives and produce actionable reports with recommendations for continuous improvement.   **Student Experience**   * Management of mailboxes and student queries related to project areas. * Supporting the delivery of bi-weekly class weekends   **Learning Delivery & Process Improvement**   * Ensure the accurate production and timely updates of learning materials across all platforms to support effective programme delivery and learning activities. * Collaborate closely with the Digital Learning team to design and maintain high-quality Canvas pages for the class. * Monitor and review processes, systems, and practices within your area of responsibility, identifying opportunities for improvement and driving implementation of agreed changes. * Act as secretary to the EMBA committee/project meetings managing meeting logistics, preparing and distributing papers, and recording accurate minutes.   **Collaboration**   * Collaborate closely with the EMBA teams in both Dubai and London to enhance existing processes and ensure a consistent student experience across both locations. * Partner with the Admissions Team to ensure a smooth transition from offer to enrolment, including coordination of study group allocations. * Work effectively with Degree Education, the Career Centre, and Central Services to deliver a seamless and high-quality service to both students and faculty. * Support marketing initiatives by identifying and promoting compelling student stories and experiences. * Build strong, effective relationships across all levels of the School, both internally and externally, to support the successful delivery of the EMBA programme. * Foster cross-functional collaboration by working with colleagues and departments across the School, enabling knowledge sharing, identifying opportunities, and contributing to the design of impactful learning experiences. * Provide expert guidance and programme-specific insights to other departments to ensure alignment and integration of EMBA-related work across the School.   **Change Management**   * Champion change by role-modelling expected behaviours and actively supporting the implementation of new initiatives to ensure their successful adoption.   **Budget Management**   * Monitor and review financial activity of project areas to ensure the accurate completion of standard financial processes within budget and the provision of up- to-date information to support decision making   **KPIs:**   * Delivery of high-quality, events and projects. * Innovation and improvement of existing processes * Projects delivered on time, on budget and to quality standards and targets. * Area/team compliance with necessary regulations/processes. * Timely and robust coordination 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. |

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| **Knowledge/Qualifications/Skills/Experience required** |
| * Bachelor's degree or equivalent experience. * Desire to innovate and think creatively to improve team processes * Independent worker * Excellent written and verbal communication skills and ability to deliver   difficult messages with firmness and empathy.   * Excellent stakeholder engagement skills with experience of managing a large range of stakeholders and senior level stakeholders * Experience of using software related to own team or department to extract, analyse and report on data. * Sound understanding of the wider School's offerings and those of competitors. * Excellent 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. |

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| **Staff** | **N/A** |
| **Budgets** | **N/A** |
| **Date Updated** | **April 2025** |