

# JOB DESCRIPTION

<b>Job Title</b>	<b>Senior Manager, Education Technology</b>		
<b>Reports to</b>	<b>Director, Education Technology</b>		
<b>Department</b>	<b>Degree Education &amp; Career Centre</b>		
<b>Job Family</b>	<b>Learning – Design Focus</b>	<b>Level</b>	<b>4</b>

## 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

Degree Education & Career Centre (DECC) 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), Masters, Financial Analysis and the Masters in Management. The Degree Education (DE) portfolio represents over 60% of London Business School's revenues. With a number of programmes ranked in the top 10% by the Financial Times. The department also plays an essential role in supporting the School's brand and reputation.

At the centre of the department's activity and support for teaching and learning, the EdTech team is key to driving forward the department's strategy and approach to supporting faculty with teaching and learning and delivering a high quality student experience.

The team manages, and supports users of, the Learning Management System (Canvas) for DECC, the SEAtS Attendance Monitoring System, and related education

technologies. It also leads on Canvas enhancements and the development of the School's wider education technology ecosystem.

## Job Purpose

The main purpose of the role is the management of systems administration for DECC's current and future education technology systems, in liaison with IT. Primarily SEAtS Attendance Monitoring but also Canvas and others as required.

The post is highly involved in the implementation and on-going management of Canvas, and other software systems that support DECC's student-facing and back-office activities to deliver its world class programmes.

The role is responsible for managing day-to-day business systems support, data management and protection, and documentation of current business process. Strong stakeholder management and communications is a key part of the role. The post-holder will contribute to the development of the School's wider education technology ecosystem, and overall digital learning plans.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### **Key areas of accountability:**

#### **Education Technology Systems, Processes and Data Management**

- Manage day to day business systems support of relevant DECC education technology systems:
- Liaise with IT and represent programmes needs at subaccount management level for Canvas
- System management of SEAtS Attendance Monitoring system.
- System integrations, enhancements and upgrades: liaise with IT to ensure continuity of delivery and resolve any issues
- Monitor achievement of SLA by SEAtS Software, and clear and effective related processes and communications.
- Gain and develop a high level of understanding of application functionality, keeping abreast of system capability and user requirements.
- Ensure Edtech Team's support strategy is delivered consistently; all incidents are responded to quickly.
- Manage systems administration to achieve compliance with all relevant legislation and regulations, especially personal data (GDPR); data has integrity.
- Develop and manage DECC data management policy for Canvas, SEAtS and related applications, EBS, and other systems in accordance with wider School data management policies.

#### **Strategy and Planning**

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.

- Contribute to the development of broader operational plans and manage operational plans in own area.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

### **Learning Design and Delivery**

- Lead on the design of a portfolio of learning programmes in own area of specialism, or act as an expert resource/work stream lead to a large/complex project to ensure successful learning outcomes within budget and to quality standards and targets.
- Lead activities to understand and assess learning needs, ensuring that findings are communicated effectively to relevant stakeholders and inform the design of learning interventions.
- Research and keep up-to-date with advancements within own field to ensure that leading thinking and technologies inform learning design.
- Design learning solutions and materials, in line with London Business School and wider learning best practices, that enable a high-impact learner experience.
- Collaborate with stakeholders and contractors as required to integrate new learning solutions as appropriate to maximise learning impact.

### **Product/Proposition/Technical Knowledge**

- Actively monitor trends and developments in TEL related sectors, and apply knowledge gained in innovative technical solutions to support DECC's implementation of the School teaching and learning strategy as appropriate
- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective learning solutions are developed.
- Develop deep understanding of London Business School and competitor offerings and use this knowledge to inform innovative and high-impact learning solutions.

### **Impact Assessment**

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning solutions.
- Develop design recommendations to inform the continuous improvement of learning activities and ensure that London Business School continues to operate as a world leader in business education.

### **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 any necessary action based on feedback and escalate issue resolution when required.

### **Collaboration and Relationship Management**

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning outcomes.

### **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 consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Work with stakeholders to identify areas of potential improvement in existing systems and data management, and where agreed and approved, manage changes.
- Lead and facilitate change projects

### **KPIs:**

- Delivery of high-quality service in own area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.
- Projects/programmes 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 relevant programme performance.

### **Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Proven experience of working in Higher Education administration or similar environment.
- Proven VLE/LMS experience (e.g. Canvas, Blackboard, Moodle).
- Technical skills including authoring tools, CSS, JavaScript, HTML (desirable)
- An awareness of key challenges implementing education technologies in Higher Education Institutions or equivalent organisations.

- Excellent communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Successful experience managing, developing & motivating a team. (desirable)
- In-depth knowledge of business education/specialist area.
- Experience in effectively managing external suppliers/contractors.

#### Resources including team management

Line management of one team member.

Standard hours with flexible hours required on an ad hoc basis in order to deliver out of hours system upgrades and related activities.

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	