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| **Job Title** | **Programme Administrator** | | |
| **Reports to** | **Programme Manager** | | |
| **Department** | **Degree Education** | | |
| **Job Family** | **Learning** | **Level** | **2** |

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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 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 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** |
| To contribute to a high-quality and rigorous experience for our students and to help deliver a high-quality degree programme by providing accurate, reliable, timely, responsive and innovative service. Ensure all students and colleagues in the School receive a consistently high level of customer service.  You will be working in a cross-programme role, supporting the delivery of all degree programmes, assisting the Programme Managers, Senior Managers and Programme Directors. Student relationships are key in this role, and you’ll meet a hugely diverse student body from many different backgrounds and countries.  As part of the wider Degree Programmes division, you will be part of a supportive and hard-working team, in an environment where everyone is encouraged to constantly generate ideas and improve our service to the students. You will have the opportunity to also be involved in collaborative, cross-programme activities to support the wider delivery of all Degree Programmes.  Due to the nature of our programmes, the role requires some out of hours working in evenings and weekends. Time off in lieu is given for these hours. |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:**  **Cross programme Student Support Desk**  For all Degree Programmes, lead on key student support with 1 other programme administrator, and supported by 2 further programme administrators, for Student Support Desk tasks including:   * Manage shared SSD inbox with 3 other programme administrators, ensuring tasks are allocated fairly and all inbox queries are responded to in a timely fashion * Produce student letters as and when required, ensuring all the templates are up to date for each new programme / academic year * Respond to all degree verification requests promptly and accurately * Process name badges, name plates and business card orders * Assist with the management of attendance monitoring reports and attendance queries. * Process student requests for TLF and other rail cards * As needed, support with merchandise ordering * Support with office management, including ordering of stationery, providing meeting support, event organisation, stocking kitchen etc. * Ensure the Student Support Manual is up to date   **Student Experience**   * Provide an excellent level of customer service and outstanding support to our students at all times   + Provide a first point of contact service to students and other stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.   + Be alert to student welfare issues and escalate to the relevant Programme Managers as necessary.   + Contribute to the development of the student experience through engaging and interacting with our students on a day-to-day basis, attending events and building effective working relationships with the students.   + Assist with the management of attendance monitoring reports and attendance queries   + Assist with SEATs student attendance system administration (queries, changes and communications) as directed by programme managers.   **Learning Delivery Support**  Support the student business project submission process working with Programme Managers and Senior Programme Managers across programmes. To include liaising with supervisors on deadlines, organising marking, reminding students of deadlines and keeping accurate records   * Provide administration support for any programme elements where additional delivery support is required. * Support Programme Delivery Manager and Senior Manager in organising Walpole Programme events * Process any relevant invoices and carry out ad hoc tasks related to Walpole   **Administration and event support**   * Support the Congregation event – coordinating the registration process on the day, responding to student queries * Provide administrative support to the Programme Team in the organisation of Programme events and activities where additional delivery support is required (e.g. including but not limited to Orientation, exchange activities, speaker events, Congregation, Exam board) * Provide administrative support as needed for meetings including room bookings, catering orders, calendar management, agendas, action log and documents for circulation   **Analysis & Reporting**   * Ensuring our records and files are in line with the School’s quality assurance requirements and any other requirements we need to adhere to e.g. next of kin, address checks etc * Process invoices and expense claims and track them as required   **Collaboration and Support**   * Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student/participant/ stakeholder experience. * Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School. * Act as a point of referral for less experienced colleagues to help to resolve issues and problems within the team.   **Financial Management**  Accurately process invoices and input financial data into systems to support the tracking of team/department budgets  **Process Improvement**   * Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency and effectiveness.   **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:**   * High-quality support service provided to students, colleagues and stakeholders. * Timely response to and resolution of enquiries, requests and issues. * Accuracy and integrity of data in business systems. * Development of relationships within and outside the team, and positive feedback from colleagues. * Compliance with processes, procedures and standards. * Contributions to process reviews and operational improvements. |

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| **Knowledge/Qualifications/Skills/Experience required** |
| * Further education or equivalent qualification * Proficient in commonly used IT packages such as Microsoft Word, Excel, and database management systems. PowerPoint experience an advantage * Excellent interpersonal and relationship skills and the ability to address a variety of stakeholders. * Excellent organisation skills and meticulous attention to detail * Excellent written and verbal communication skills * Ability to work under pressure and prioritise workload * A team player who can work collaboratively, and also takes ownership and responsibility for their work * Displays a proactive approach to tasks, suggesting improvements and solutions * Experience of providing an outstanding level of customer service * A good understanding of project timelines. * Proactive approach to relationship development with colleagues. |

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| **Staff** | **N/A** |
| **Budgets** | **N/A** |
| **Date Updated** | **April 2024** |