

# JOB DESCRIPTION

<b>Job Title</b>	<b>Programme Director</b>		
<b>Reports to</b>	<b>Director, Open Portfolio</b>		
<b>Department</b>	<b>Executive Education</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>5</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

Executive Education designs and delivers world-class learning solutions, including a portfolio of Open Enrolment Programmes for individuals and Customised programmes for client organisations. With an annual turnover of £45 million, Executive Education accounts for approximately 40% of the School's total revenue and is an essential part of the School's strategy and growth.

The Open Solutions Team is responsible for the design, quality, contribution and impact of all Executive Education open programmes.

## Job Purpose

To manage a portfolio of open programmes, ensuring the delivery of world class, impactful learning solutions to a diverse group of participants.

To set the programme up for success. Lead and coordinate the programme team consisting of faculty, programme managers, contributors, learning suppliers and other stakeholders to ensure an outstanding design and participant learning experience.

To seek and implement continuous improvement on each open programme in portfolio, maintaining high quality learning impact for participants.

Responsible for the bottom line of the programme. Ensure the commercial viability of the programmes and portfolio while ensuring quality and impact are maximised.

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

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

#### **Strategy and Execution**

- Contribute to the development of a vision/strategy for a department/ division to enable the realisation of the London Business School vision.
- Develop and lead the implementation of plans for an area/department to support the achievement of wider departmental/organisational goals
- Lead the development of Key Performance Indicators to enable the assessment of the quality and impact of learning interventions.

#### **Delivery & Continuous Improvement**

- Drive new open programme titles from concept to launch, working with the Academic Director(s), Learning Designers, Sales and Marketing, Programme Delivery and any other stakeholders, as needed.
- Ensure outstanding management of all programmes in portfolio in collaboration with the Academic Director including:
  - Clear learning objectives and impact measures
  - Appropriate participant numbers and participant calibre
  - Appropriate programme iterations
  - Accurate and financially commercial programme budget
  - Appropriate positioning and messaging of programmes in the market (in collaboration with Sales and Marketing)
  - Sound project management
- Ensure outstanding preparation on all programmes in portfolio in collaboration with the Academic Director.
  - Timely scheduling of programmes to space, faculty, guest speakers and other contributors onto programmes
  - A robust faculty delivery model is developed and back up options and successors identified for each programme.
  - Programme Managers are briefed and supported to deliver outstanding end-to-end participant experience.
  - Faculty, contributors and learning suppliers, are briefed in a timely manner.
- Ensure outstanding learning journeys (including participant preparation, face to face delivery and post programme and impact activity) for all programmes in portfolio in collaboration with the Academic Director.



- All programme activity is delivered to quality and time.
- Participant and programme issues are identified and resolved promptly and professionally. Manage operational issues in a timely and effective manner.
- Programme sessions are facilitated, where appropriate.
- Ensure outstanding debrief and continuous improvement of all programmes in portfolio in collaboration with the Academic Director.
  - Thorough reviews are held at the end of each iteration to assess success and identify areas of improvement. Clear recommendations are implemented before the next iteration.
  - Feedback is shared with faculty, contributors, learning suppliers and programme managers and improvements are implemented on next programme iteration.
  - Innovative, relevant learning activities, technologies, content and processes are integrated to enhance individual and group learning where appropriate.
  - Impact activity is managed and monitored. Improvements are recommended to maximise the benefits of the programme.
  - Annual reviews for each programme in portfolio are completed, aligning on recommendations for changes and continuous improvement with the Academic Director and Director, Open Portfolio. Action plans are drafted and implemented to achieve quality improvements. Own contribution to other programme reviews with ideas, best practice and constructive challenge.
- Ensure compliance with all relevant procedures.

### **Financial Management**

- Set up a robust budget for each programme in portfolio.
- Ensure the programmes meet business contribution targets and are delivered to budget.
- Collaborate with the Finance Team to review and confirm budgets quarterly and annually.

### **Business & Brand Development**

- Contribute to business development activities related to open programmes e.g. webinars, selected road shows, information sessions, lunches and visits (overseas trips occasionally) to potential and key clients and participants.
- Be an advocate and ambassador for the London Business School to build market awareness, support business development and raise the profile of the Programmes. Tell a compelling story about the London Business School and Executive Education product offering.
- Contribute to the marketing and sales of each programme in portfolio by providing insights for media plans and content for Marketing and PR activities.

### **Product Knowledge**

- Research and keep up-to-date with advancements, trends, new programmes and products within industry and field to inform the open portfolio strategy.

Systematically use insights to raise the quality of open programmes. Consistently share knowledge with team members.

- Regularly benchmark the quality and competitiveness of programmes in portfolio against the world's leading business schools.
- Develop a deep understanding of London Business School and competitor offerings.

### **Collaboration and Relationship Management**

- Attend and actively participate in School, Department and Team activities and meetings.
- Foster strong, sound relationships with faculty, contributors and learning suppliers.
- Manage the relationship with external suppliers undertaking commercial arrangements and quality assurance.
- Support colleagues by sharing knowledge, constructive feedback and own time, where possible and appropriate, proactively.
- Attend and actively participate in School, Department and Team activities and meetings.
- Maintain sound and effective relationships with all stakeholders and colleagues, supporting their development by promptly sharing positive and constructive feedback.
- Represent the Team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning outcomes.

### **Change Management**

- Lead or participate in projects, ensuring they are delivered on time, to scope, quality and budget.
- 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.

### **KPIs:**

- Delivery of high-quality learning solutions (open programmes), to budget, quality and time.
- Impact measures.
- FT rankings results for open programmes (where applicable).
- Quality of own facilitation (where applicable).
- Continuous improvement actions recommended and implemented per iteration.
- Quality of recommendations and input into wider strategic and operational plans.
- Introduction of best practice, innovations and improvement to the Executive Education learning design methodology and learning solutions designed.
- Projects delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from customers, suppliers, colleagues and other stakeholders.

### Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience. Masters or MBA desirable.
- Experience in Learning & Development in a corporate environment or business school.
- Excellent communicator with the ability to engage a variety of audiences.
- Proactive, commercially minded and customer centric.
- Curious, original and inspirational thinker.
- Excellent project management skills
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Knowledge or experience in finance desirable
- Good knowledge of business education and learning design field.

### Resources including team management

N/A

<b>Staff</b>	N/A
<b>Budgets</b>	<b>Programme budgets in portfolio</b>
<b>Date Updated</b>	