

# JOB DESCRIPTION

<b>Job Title</b>	<b>Programme Manager, Sloan Programme</b>		
<b>Reports to</b>	<b>Senior Programme Manager</b>		
<b>Department</b>	<b>Degree Education and Career Centre</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>3</b>

## About the School

At London Business School, we have a profound impact on the way the world does business. 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 Sloan Programme is a 12 month full-time leadership programme. We are a team of three who are part of the Leadership Programmes in Degree Education and Career Centre, with over 100 staff who play a vital role in the success of London Business School. Our portfolio of programmes feature in the top global ranking with many programme in the Top 10 of the Financial Times

The Sloan Team are responsible for designing, promoting and delivering the Sloan Masters in Leadership and Strategy programme for our diverse cohort of over 60 global senior executives with 18 years industry experience. We also work closely with other Leadership programmes including Executive MBA London and Dubai and EMBA-Global.



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## Job Purpose

As a team, our purpose is to deliver an exceptional learning experience for our Sloan students.

- You will be an integral role in the **day-to-day management** of the Sloan programme in delivering a high-quality student experience and providing professional student support.
- Be the **key point of contact** in managing queries and providing outstanding pastoral care and being the key **student relationship manager**.
- Responsible for contributing to the **planning and delivery** of the programme, working with multiple stakeholders on strategic events, logistics, operations and projects.
- Support the Programme Director, Senior Programme Manager and wider Leadership programmes in the development and implementation of new initiatives programme and activities.

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

### Planning

Plan and deliver a range of key programme elements in accordance with project plans and processes, and contribute to more complex projects with guidance from senior colleagues, to ensure their successful delivery.

### Programme Delivery

- Proactively contribute to the planning and delivery of a unique learning experience for our Sloan Fellows by supporting the Senior Programme Manager and Programme Director.
- Plan and deliver a range of events and processes including onboarding, leadership skills sessions and networking events and contribute to the management of more complex projects including orientation, capstone and the Sloan speaker series with guidance from senior colleagues.
- Support the Senior Programme Manager with the organisation of key programme elements, such as Electives and support cross-programme activities as required.
- Build effective working relationships with faculty and colleagues within the School and work collaboratively with the Leadership Programmes team and department.

### Communications

- Manage the programme communications plan including the preparation, design and executive of the **weekly programme bulletins** (via Constant Contact) ensuring comms are high quality with high impact.
- Manage the efficient and timely distribution of information to students selecting the most effective form of communications.
- Manage the content and design of the student learning platform (**Canvas**).
- Present key updates at briefings to the students.
- Update materials, policy documents and content across to support the delivery of courses and learning activities, ensuring students are updated and informed.
- Monitor the completion of standard processes and activities to ensure regulatory compliance, including visa and data protection.



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## **Student Experience**

- Provide outstanding customer service to all Sloan Fellows and ensure the smooth running of the programme.
- Be the primary student relationship manager.
- Effectively manage student support and escalate appropriately.
- Provide individual guidance and support to enable students to navigate their way through the programme and use of School resources.
- Produce required administrative documentation for students and admin tasks.
- Work with Academic and Social Reps in gathering feedback to improve the learning and cohort experience.

## **Scheduling/Resource Management**

- Support the Senior Programme Manager in working with the Operational Delivery team to coordinate the scheduling and timetabling requirements for the programme.
- Liaise within and across teams to understand cross team/stakeholder scheduling and timetabling requirements and co-ordinate the efficient planning of schedules accordingly including leadership skills and coaching sessions.

## **Analysis and Reporting**

- Create and maintain monitoring mechanisms for key performance indicators, (e.g. to access quality or impact) to gather information against quality standards.
- Manage student feedback, developing recommendations to inform planning and decision making to create a more effective student experience.

## **Continuous Improvement**

- Based on the student evaluations and analysis - Monitor the development of innovative practices, processes and use insights to suggest new ways of improving programme operations. Identify opportunities for improvement in light of changing customer needs, feedback and/or current best practice thinking.

## **Collaboration**

- Work with Sloan team, Leadership Programme team and other departments across the School to support cross department working, sharing best practice, identifying new opportunities and develop high-impact learning experiences.
- Provide specialist information and guidance across School departments to inform other programmes of work.

## **Financial Management**

- Monitor and review financial activity for own area to ensure the accurate completion of standard financial processes within budget and support decision making.
- Process invoices and input financial data into systems to support budget tracking.

## **Additional responsibilities**

- Other duties as delegated by the Senior Programme Manager, Programme Director, Executive Director or Associate Dean.



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## KPIs:

- Deliver high-quality learning programmes, events and resources.
- Deliver high quality communication with high impact.
- Projects delivered on time, on budget and to quality standards and targets.
- Area/team compliance with necessary regulations/processes.
- Timely and robust co-ordination 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.

## Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Excellent **stakeholder management skills** with experience of managing a large range of different stakeholders and managing challenging stakeholders.
- Excellent **organisational skills** and meticulous **attention to detail**
- **Strong communication** and **presentation skills** - Experience of public speaking/delivery of information to large audiences
- Innovative with experience of continuous improvement practices and processes.
- Analytical and problem-solving skills.

## Preferred

- Experience of using email software, content platform (e.g. Canvas) and survey platforms (e.g. Qualtrics).
- Proficient in Microsoft Office (e.g. managing data, V lookup)
- Sound project management skills.
- Knowledge of business education and/or relevant sector.
- Budget management experience.

## Resources including team management

n/a

Staff	
Budgets	
Date Updated	

