

# JOB DESCRIPTION

<b>Job Title</b>	<b>Programme and Business Support</b>		
<b>Reports to</b>	<b>Senior Manager, Business Services</b>		
<b>Department</b>	<b>Customer Experience</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>2</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 management and leadership development programmes including a portfolio of open enrolment programmes for individuals and customised programmes for global client organisations. The Customer Experience Team is ultimately responsible for the customer experience of our participants and clients.

## Job Purpose

In this varied and interesting role, you'll provide an efficient support service to the Programme, Business and Sales Team in Executive Education. Among other tasks, you will: create and maintain preparation project plans for all programmes, produce accurate programme materials to deadline, working with potential clients or customers to ensure they have a strong understanding of the programmes we offer and provide outstanding business support to staff, enabling them to focus on selling, designing and delivering world class learning experiences to Executive Education's customers.

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

### Key areas of accountability:

#### **Delivery and Support**

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Monitor levels and order standard materials/resources, ensuring that appropriate stock levels are maintained within budget.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

#### **Team Support**

- Provide effective co-ordination of stakeholder's calendars, ensuring the most effective use of time
- Arrange meetings with customers, as well as internal stakeholders and teams; including visitor registration, venues, catering, AV, collateral, videoconferences, teleconferences, gifts and ensuring meeting collateral is available.
- Manage stakeholder financials in a timely and effective manner (eg. purchases, expenses), working collaboratively with the Business Assistant (Accounts)
- Book stakeholder travel in a timely and cost-effective manner and within school policy. Collate and prepare travel logistics. Draft itineraries and obtain visas as necessary
- Collate meeting collateral in advance of client meetings
- Apply standard documentation to team meetings/client meetings to a clear brief, for use in the provision of an effective and efficient meeting.
- Provide ad hoc support to stakeholders (eg. research)

- Schedule pre and post engagement calls and coaching sessions for the business
- Collate data for management report tracker (if applicable)
- Provide cover for other Business Assistants in their absence
- Provide support to colleagues within and outside the team as and when opportunities arise, promoting collaborative working across the School.
- Support the induction of new team members and act as a point of referral for less experienced colleagues to help resolve issues within the team
- Organise 'team socials' if supporting an Executive Director

### **Customer Service**

- Act as the first point of contact within the team for prospective or current student/client/stakeholder enquiries and ensure that they are dealt with promptly to meet and exceed their needs and expectations.
- Work collaboratively with colleagues to help deliver team objectives and meet or exceed targets and metrics.

### **Analysis and Reporting**

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.

### **Project Management**

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

### **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.

## **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

## **KPIs:**

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- 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.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.
- Team performance and customer satisfaction (for Operational Team Leaders only).

### Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- May hold vocational qualification.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.
- People management experience (for Operational Team Leaders only).

### Resources including team management

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