

JOB DESCRIPTION

Job Title	Programme Administrator, Executive MBA (London)		
Reports to	Programme Manager		
Department	DECC, EMBA London		
Job Family	Learning	Level	2

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 and 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), the Masters in Management and Global MiM (MiM) and the Masters in Financial Analysis (MFA). The Degree Education portfolio represents over 60% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times. The department also plays an essential role in supporting the School's brand and reputation.

The Executive MBA programmes span London and Dubai. This challenging programme is designed for mid-senior career, working professionals with 8 or more

years of work experience. Each intake is highly diverse in terms of nationality and geography, around 30% of London EMBA's commute from overseas. There are two intakes each year, in January and September. Students all begin their journey in London at Orientation and then continue the programme on their respective

campuses. The London first year streams come to campus on alternate Fridays and Saturdays. In the second year, all students can choose to take electives in Dubai or London before they come back together for Capstone.

Job Purpose

To contribute to the delivery of a high quality experience for our students by providing effective administrative support as a member of the programme office team. To offer a professional, accurate, reliable and timely service to all our clients (students, faculty and colleagues) and to generate ideas for continuing improvement and innovation.

The post holder will be required to work across EMBA streams, and assist with administration. Due to the nature of our programmes, the role requires regular weekend / out of hours working which is managed across the team on a rota basis.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Product Knowledge

- Maintain up to date knowledge of all aspects of the Degree Programmes offered at London Business School.

Students Experience

- Provide a first line 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.
- Provide administration for core and elective courses.
- Provide essential support to events such as Orientation and Capstone.
- Coordinating the logistics of orientation, core class weekends, block week exchange and congregation as directed by the Programme Managers and Senior Programme Manager.
- Coordinate Business Projects for both EMBA London and Dubai students.
- Provide support for first and second year communications including regular reminders.
- Build effective working relationships with students and be able to answer day-to-day queries.
- Establish effective communication with students both in person and remotely between class weeks.
- Be alert to student welfare issues and escalate to the EMBA Programme Managers as necessary.
- Assist with SEATs student attendance system administration (queries, changes and communications) as directed by programme managers.
- Assist programme managers with class reps' elections, communications, and facilitate event if required.
- Administer leadership skills with programme manager and career team.
- Assist programme manager with events throughout year (Sundowners, Alumni dinner, Class Reps Dinner)

Learning Delivery Support

- Order programme materials and resources ensuring that appropriate stock levels are maintained and within budget.
- Support the production and distribution of programme information and material via the university online platform Canvas, ensuring the information provided complies with School regulations.
- Efficiently coordinate events and activities such as Capstone, Orientation, Alumni Dinners and Congregation, anticipating and meeting students' and other stakeholders 'needs.
- Liaise with external hotels to provide accommodation during residential class weeks. Liaise with the facilitators and manage all administration associated with EMBA- leadership skills workshops.

Administration

- Coordinate and manage calendars and diaries and support efficient and effective working practices across the team.
- Provide additional administrative support to the Senior Programme Manager and Programme Director as and when required.

- Coordinate all areas of course administration including organising nameplates, badges, business cards, room bookings, catering and events and preparing and processing course materials.
- Respond to enquiries in a timely manner ensuring that queries are addressed or escalated as appropriate to enable effective resolution.
- Provide administrative support in the preparation of annual Exam Board meetings and coordinate the production of graduation packs if requested by programme manager.

Analysis & Reporting

- Update school databases and systems to ensure student records are up to date and data are recorded in line with established processes.
- Maintain processes for data sharing and recording to enable efficient service delivery to students.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to enable effective planning further.
- Assist programme managers with student visa records, and update school database 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 experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.
- To have an effective working relationship with the other Programme Administrators across programmes to ensure a consistent approach to programme administration.

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, act in a resilient manner when responding to change, and proactively look for opportunities to support a change to help embed it in the team and department.

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.

Knowledge/Qualifications/Skills/Experience required

- Educated to degree level or equivalent.
- Administrative experience preferable in a Higher Education environment.
- Commitment to providing an outstanding level of customer service.
- Excellent written communication and interpersonal skills and the ability to work with a variety of stakeholders.
- Sound knowledge of Microsoft Office packages including Word, Excel, PowerPoint and Outlook.
- Experience of using and managing large databases and CRM systems.
- Proactive approach to building and maintaining a good relationship with colleagues.
- Excellent 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.
- Willing to work some evenings and weekends.

Resources including team management
N/A

Staff	
Budgets	
Date Updated	October 2021