

JOB DESCRIPTION

Job Title	Online Programme Administrator		
Reports to	Online Learning Programme Manager		
Department	Digital Learning		
Job Family	Business Services	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 customized 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

Digital Learning has a school-wide responsibility for the strategic direction, implementation and delivery of the digital learning portfolio, education technology roadmap and the school's library strategy. We are also responsible for generating revenue from the online portfolio. We deliver value to the school and its mission by leading and driving the following areas:

Curation

Enable effective curation of the School's acquired and created learning resources and provide streamlined access, ensuring compliance with legal and regulatory guidance.

Digital Product Portfolio

1. Grow the LBS online portfolio generating revenue from B2C, re-enforce the brand, and support LBS Executive Education to be a leading global digital executive learning provider.
2. Experiment with and explore new content, technologies, and trends to future proof our portfolio to deliver value and improvement to the digital learning experience.
3. Manage digital resource priorities for internal clients such as Advancement, Degree Programmes and Careers Centre, that can be reused across our learning experiences.

Research Amplification

Amplify the visibility of the School's research through effective management of research systems, data and processes that underpin the School's research lifecycle.

Services, Technology and Systems

Deliver services, systems and a technology portfolio that will:

- Meet the needs of the School and departmental strategies
- Ensure availability of data for inclusion in the LBS Data Warehouse.
- Meets the needs of our students, participants and alumni

Job Purpose

This role supports the Online Learning Programme Manager within the Digital Learning department across four key areas:

LBS Online Programmes: Sales & Admissions

Supports the administrative processes of the sales & admissions teams during periods of peak demand. Duties include processing applications, raising purchase orders and following up payments

LBS Online Programme Support

Supporting the Online Delivery Programme Managers to deliver the Online portfolio, including:

- [Support the set](#) up and management of programmes [within the](#) learning platforms
- Support the delivery of a range of online programmes in accordance with defined processes, to ensure successful delivery.
- Online Programme mailbox management
- Updating programme budgets and supporting programme financial processes, including raising purchase orders, invoices and expenses
- Supporting the development and production processes for new programmes

- Facilitating the participant learning process pre-, post-, and during courses

LBS Online Programme Delivery

Supporting the delivery of LBS online programmes:

- On-boarding Delivery Programme Managers, including training on key systems
- Assisting and covering for the Delivery Programme Managers on an ad-hoc basis
- Act as the first point of contact for Learning Manager and Delivery Programme Manager enquiries and ensure that they are dealt with promptly
- Working with the Digital Learning Team to look at ways of improving operational efficiencies

LBS Publishing

Administrative support for the School's Case portal, including:

- Maintaining case development records and reporting progress to stakeholders
- Provision of administrative support for the case development process
- Managing the LBS Publishing mailbox

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.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

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.

- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.

Collaboration and Support

- Provide support to colleagues within and outside 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 within the team.

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.

Online Delivery

- Allocating work, co-ordinating day-to-day activities and provide guidance to maintain and improve service delivery standards.
- Monitor performance and ensure the team follows established procedures for each service; take corrective action where necessary to maximise customer satisfaction.

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.

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.

Resources including team management

Staff	
Budgets	
Date Updated	