

JOB DESCRIPTION

Job Title	Administrator, London Projects		
Reports to	Senior Manager, Experiential learning		
Department	Degree Education		
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 contributes to the School vision by:

- Attracting and selecting talent from around the world
- Creating an environment in which students can learn and faculty can teach
- Maximizing student and alumni career opportunities through developing their career skills and engaging with employers.
- We want to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre 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), 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 portfolio represents over 50% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times.

Job Purpose

Increasing its presence and relationships within and outside the UK is a key priority for the LBS as a global business school. This position will support the London Projects team to provide quality applied and integrative learning experiences to students, and will contribute operational and administrative support to the planning, execution and review of the portfolio of London Consulting Projects.

The core components of this portfolio are known as the London Business Challenge Week, LondonCAP and LondonLAB programmes. These courses capitalise on our connections to the London business community and enable students to apply and integrate the knowledge from their Core curriculum to business challenges at leading companies in London across a range of different sectors through extended project engagements. This portfolio will be fully integrated and aligned with the School's Mission and will drive many of the School's major experiential learning initiatives.

The post holder will report to the Senior Manager and will be responsible for providing general administrative support to the London Projects teams in the planning, development and delivery of a range of consulting projects, working closely with other members of the Experiential LEarning team, the programme offices of the relevant degree programmes, and other internal and external stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Programme Delivery Support

- Help to manage and maintain all key data related to London Projects.
- Monitor levels and order materials/resources required for London Projects, ensuring that appropriate stock levels are maintained within budget.
- Support the efficient and professional production and distribution of materials (including case studies, emails, canvas pages and marketing collateral) used in the development and delivery of London Projects, including proofreading/editing.
 - Assist with the co-ordination of on- and off-campus events related to London Projects.

Student/Participant Experience

- Provide a first line of contact service to students and stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.
- Support the efficient and timely distribution of information to students/participants/stakeholders using the most effective form of communications.
- Support the development and delivery of feedback activities that contribute to learning enhancements and the continuous improvement of student/participant/stakeholder experiences.

Scheduling/Resource Management

- Provide support to faculty, team members, and colleagues within area, ensuring the timely and accurate provision of information and resources.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate information sharing and data recording that enables efficient service delivery to students, 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

- 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.

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of London Projects budgets.

Process Improvement

- Proactively review relevant processes and systems within area and make suggestions to improve efficiency and effectiveness; follow through on improvements once agreed.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- High-quality support service provided to students, colleagues and stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Timely availability of materials and supplies.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team.
- Area/team compliance with necessary regulations/processes.
- Contributions to process reviews and operational improvements.
- Contribution to the successful delivery of high-quality London programmes.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Sound stakeholder engagement skills with experience of effectively working with a large range of different internal and external stakeholders.
- Strong working knowledge of Microsoft Word, Excel and PowerPoint.

- Proactive approach to relationship development with colleagues.
- Excellent attention to detail.
- Strong time management skills with the ability to organise and prioritise.
- Excellent team working skills and the ability to work collaboratively.
- Sound analytical and problem-solving skills.
- Experience in standard financial management processes is a bonus.

Staff	n/a
Budgets	n/a
Date Updated	22/04/2026