

JOB DESCRIPTION

Job Title	Programme Manager, Masters in Finance		
Reports to	Senior Programme Manager, Masters in Finance		
Department	Degree Education		
Job Family	Learning	Level	3

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

The Degree Programmes teams play a vital role in the success of London Business School and our emphasis on thought leadership. We are responsible for designing, promoting and delivering the School's portfolio of degree programmes and career services, including MBAs (full-time and Executive), Masters in Finance (Full- Time and Part-Time), Masters in Management, Global Masters in Management, Masters in Financial Analysis and Sloan Fellowship, across London, Dubai, New York and Hong Kong. These are world class global programmes which must also be financially viable.

Our Masters in Finance programme is the world's #1 ranked MiF programme by the Financial Times. This challenging and practical specialist masters programme runs in two formats; a 1-year full-time programme or a 2-year part-time programme. The programme is designed for mid-career professionals who wish to advance their career in finance, change their role within the finance area, or deepen their existing finance knowledge.

Job Purpose

We are looking for a dynamic and enthusiastic individual to join the Masters in Finance Programme Team.

The Programme Manager is responsible for the part-time cohorts of the Masters in Finance programme and supports them through their academic journey and work to ensure they have a world-class student experience. Working as one of two Programme Managers (the other looking after the full-time programme), and supported by one administrator, the role contributes to assist the Executive Director, Programme Director and Senior Programme Manager in the overall direction and development of aspects of the programme as well as the wider Programme & Student Experience division.

Due to the nature of our Masters in Finance Part-time programme, this role will require regular Saturday working (alternate weeks) through most of the year. Time off in lieu is given for these hours (usually the following Monday to a Saturday worked). In addition, the role will require some ad hoc evening and weekend work for events; again, time off in lieu is given for this.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Student Experience

- Be the first point of contact for all part-time students, ensuring a timely response and appropriate actions are taken or developed in order to deliver an optimal student experience.
- Build a professional, supportive relationship with students and maintain a sound understanding of pastoral care policies and resources in order to provide pastoral support and support academic progression.
- Lead on all presentation briefings for part-time students on topics such as learning journey and elective choice.
- Maintain a sound understanding of London Business School's academic processes and offerings to support individual learning and course choice.
- Facilitate the appointment of and work with Student Representatives throughout the academic year to support the student body. Work with the Programme Director to respond to feedback from Reps and action/escalate as appropriate.
- Understand individual learner needs and maintain a sound understanding of London Business School offerings, providing individual guidance and support to enable students to meet their needs and optimise their use of School resources.

Planning

- Develop and implement student communication plans, ensuring they align with the objectives of the area or department.
- Plan and manage own projects by creating detailed project plans, tracking progress, delegating tasks appropriately, and reporting progress to the senior colleagues. Ensure all projects are effectively planned and align with the objectives of the team and department.
- Oversee and manage budgets for individual projects, ensuring cost-effectiveness while delivering world-class initiatives and projects.

Learning Delivery

- Support the delivery of new programme initiatives as delegated by the Senior Programme Manager and Programme Director.
- Plan and deliver a range of programmes/learning events in accordance with well-defined processes and contribute to more complex projects with guidance from more senior colleagues, to ensure the successful delivery of learning programmes.
- Monitor the completion of standard processes and activities to ensure regulatory compliance.
- Monitor the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.

Analysis and Reporting

- Monitor and gather feedback from own projects, creating and maintaining mechanisms to track key performance indicators such as quality, impact, and cost.
- Proactively analyse feedback data and report findings to the Senior Programme Manager and Programme Director.
- Provide recommendations for the improvement of own projects.

Collaboration

- Assist the other Programme Manager and Programme Administrator in the delivery of the projects, events and initiatives they lead.
- Work collaboratively with the Recruitment and Admissions team to ensure a seamless transition from applicant to student. Support marketing efforts by highlighting student stories and assisting at selected events.
- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of intelligence, identifying new opportunities and the development of high-impact learning experiences.

KPIs:

- Delivery of high-quality learning programmes, events and resources.
- 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.
- Interest and/or experience in working in dynamic student-facing environment
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders and demonstrating strong communication skills
- Proficient in using Microsoft 360 (including Excel, Word, PowerPoint, Teams)
- Sound project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Demonstrable knowledge of business education and/or relevant sector.
- Budget management experience.

Staff	
Budgets	
Date Updated	May 2024