

JOB DESCRIPTION

Job Title	Senior Programme Manager, Sloan Programme		
Reports to	Director, Sloan Programme		
Department	Degree Education and Career Centre		
Job Family	Learning – Programme Management	Level	4

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 Education and Career Centre (DECC) division is responsible for promoting, recruiting for and delivering London Business School's portfolio of degree programmes and career services and includes:

- MBA
- a suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School)
- LBS Sloan Masters in Leadership and Strategy
- Masters in Finance (full-time and modular)
- Masters in Management
- Global Masters in Management
- Masters in Financial Analysis
- Masters in Analytics and Management

The Degree Programmes portfolio represents over 60% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

The LBS Sloan Masters in Leadership and Strategy is a unique full-time one-year programme focusing on strategy, leadership and change and is specifically designed for senior, experienced, high-calibre professionals and executives wishing to enhance their leadership skills, sharpen their strategic thinking, expand and refresh their

management tool kit, reflect on past career success and plan for their future legacy. Students on this programme have an average of 18 years' work experience. The majority of students move to the UK to undertake the programme, often with family. The programme runs January to December.

Job Purpose

The purpose of this post is to lead, as part of the Senior Management team, in the delivery of the LBS Sloan programme, ensuring high satisfaction throughout the student journey, contributing to building a cohesive team with having successful collaboration with stakeholders.

The post holder will support the Programme Director, contribute to strategic ongoing improvement, providing strategic input, analysis and reporting, update on progress in the programme and deputise when required. The post holder plays an integral role in shaping the overall offer to the students and continuous improvement.

The post holder will support the School and faculty deliver high quality teaching, developing relationships with the faculty and their teams, ensuring the overall student journey is in line with the programme outcomes.

The post holder will lead on engagement and communications with the cohort, from before they start to becoming alumni, including key milestones/events: onboarding, orientation, electives, cohort week, capstone, exam board and congregation.

The post holder will play a key role, as all team members do, in being alert to student wellbeing issues, offer pastoral and referring to other sources of guidance as appropriate.

The post holder will lead on the management of the Sloan Career Management and professional development course, closely collaborating with the Sloan Career Lead on the development and the delivery of the course, and with Professional Development team regards the leadership coaching offering.

The post holder will have oversight and manage the operational delivery aspects including scheduling, elective offering, student attendance tracking as examples.

The post holder will line manage the Sloan Programme Manager, supporting their development and model the School's culture and values, set behavioral expectations and support employee wellbeing.

The post holder will collaborate with the wider programme and student experience division (team of 40 plus) and often with EMBA colleagues (as part of the Leadership portfolio of programmes) as appropriate in terms of best practice, operations and joint events.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the Sloan Programme, ensuring that plans are aligned to wider departmental strategy and overall School goals.

- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of the Sloan Programme Components.

Programme Delivery and Improvement

To have oversight of all day to day operations and manage the smooth running of the programme and ensuring all needs are considered:

- Oversee the production of programme information, briefings, bulletins, learning resources, materials and guides, ensuring the production of high-quality and high-impact communications.
- Ensure all onboarding programme components are communicated and completed in a timely manner
- Collaborate with the Sloan Careers Lead on the development of, and lead on the management of the Sloan Careers Management and professional development course
- Work closely with the multiple stakeholders involved in the executive coaching provided to students, ensuring timely communications and deadlines met
- Assist the Programme Director with ongoing programme initiatives, taking the lead on delegated projects
- Ensure all core course materials, exams and grades are obtained from Faculty and Central Services and monitored. Check all core course outlines before publishing.
- Produce and check all Exam Board paperwork, ensuring accuracy
- Oversee and proactively monitor team processes to ensure compliance with programme, school and external regulations and policies.
- Keep up-to-date with external thinking within own area of specialism, developing and adapting innovative practice to continuously improve effective programme delivery and learning experiences within London Business School.

Student Experience

- Oversee the co-ordination and delivery of a world-class learning experience
- Ensure that students are aware of the School's offerings, what differentiates the School and have access to support and resources as required to enable the most effective learning experience.
- Ensure student records are accurate and secure, and appropriate tracking is in place e.g. academic progression and attendance monitoring.
- Provide support and guidance with regards to policy and best practice as appropriate to Programme Managers or individual students.
- Be alert to student welfare issues and offer pastoral care, referring to other sources of guidance as appropriate.
- Be a point of escalation for student issues raised by students or the Programme Manager.
- Lead on student investigations when appointed by the Programme Director.
- Build relationships with student representatives and work with them to understand student needs.
- Usually attend one Global Business Assignment (GBA) a year, supporting the Experiential team and faculty leads
- Design and lead feedback activities which contribute to learning enhancements and the continuous improvement of student and stakeholder experiences.

Quality Assurance and Compliance

- Have a full understanding of all programme regulations, policies and procedures and how to implement these
- Communicate the School policies, regulations, support and guidance in a student friendly manner, allowing students to focus on their learning experience

- Act as an initial investigation point for any Student Misconduct cases
- Act as an escalation point/advisory contact for students on issues including their progression, Extenuating Circumstances and Academic Regulations

Collaboration and Stakeholder Management

- Work closely with Sloan faculty, providing programme knowledge and support.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best programme experience outcomes.
- Be the Sloan representative on designated panels and committees and a pro-active member of the DECC Senior Programme Manager peer group.
- Support marketing efforts by highlighting interesting students and stories. Working with the wider DECC team on the promotion of the programme including limited participation in recruitment and admissions activities.
- Build effective external relationships with practitioners, alumni, suppliers and industry contacts to support and enhance delivery of the Sloan experience.
- Work closely with Career Centre to maximise career development support for students and integrate this into the programme.
- Work with Alumni Relations to increase opportunities for current students to interact with alumni and the level of engagement of Sloan alumni.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning /programme/customer experience outcomes.

Scheduling and Resource Management

- Ensure that all scheduling and timetabling activity is efficiently managed, liaising across teams to ensure that all needs are met effectively.
- Lead the planning process for the delivery of non-academic programme components, coordinating and managing the team and external contributors to ensure successful learning outcomes within budget and to quality standards and targets.
- Work with Central Services to represent the Sloan needs for elective planning, ensuring the needs are met for all cohorts and aligning processes, communications and sharing best practice.
- Provide support/guidance to faculty and colleagues within Sloan ensuring the timely provision of information and resources that enables high-quality teaching.

Supplier/Contractor Management

- Work with the Programme Director to commission and contract external suppliers for a variety of activities.
- Monitor the quality of work delivered by third-party suppliers against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take any necessary action based on feedback and escalate issue resolution when required.
- Oversee a portfolio of on- and off-site experiential and social events. The Programme Manager will lead on the majority of these events. Monitor event management and ensure consistency, quality, suitable speakers, venues and attendees. The event portfolio includes the pre-programme onboarding event, Orientation Week, Cohort Week, Capstone and Congregation programme event.
- Suggest and plan additional activities and events as and when required.

Analysis and Reporting

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning /programme management/customer experience initiatives.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Technical Knowledge

- Research and keep up-to-date with industry and technological advancements and trends and use these to ensure that innovative and effective learning solutions are developed.

Financial Management

- Working with the Programme Director to complete the quarterly forecast and annual budget management processes.
Ongoing tracking and management of Programme office budget and Sloan Career Management budget

People Management

- Assist the Programme Director in translating the DECC vision in to a meaningful purpose for the team and inspire them to achieve it.
- Set and develop an appropriate culture for the team by role modelling the School's values, setting behavioral expectations and supporting team wellbeing.
- Support the Programme Director in defining and communicating the team's priorities and workload. Manage performance and engagement to ensure the Programme Manager achieves individual priorities and collaborates with colleagues to achieve wider goals.
- Oversee and set the agenda for any team Planning Days.
- Identify any Programme Manager development needs and work with the Programme Director to develop plans and promote learning opportunities to enable good performance and impact in current roles and appropriate career progression.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Support the Programme Director on long term planning and development projects.

Additional Responsibilities

- Deputise for the Programme Director as appropriate
- Other duties as delegated by the Programme Director, Executive Director or Associate Dean

KPIs:

- Delivery of high-quality service on the Sloan Programme
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- Contribution to the successful delivery of learning initiatives.

- High-quality work delivered by third-party contractors and agencies.
- All aspects of the programme are delivered on time, on budget and to quality standards.
- Strong cross team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in relevant programme performance.

Knowledge/Qualifications/Skills/Experience required

- Excellent communication and interpersonal skills with the ability to engage a variety of audiences. Confident presentation skills and high level relationship building skills.
- Significant programme management experience or equivalent with advanced planning skills. Proven organisational skills and time management skills.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Attention to detail
- Action –orientated, generates trust and has discretion and high level of professionalism
- Willingness to engage in innovation and improvement
- Successful experience managing, developing & motivating a team.
- Bachelor's degree or equivalent experience.
- Excellent analytical and problem solving skills.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.

Resources including team management

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Staff	Working in team of three, one direct report
Budgets	Project Budgets
Date Updated	26 April 2022