

JOB DESCRIPTION

Job Title	Programme Director, Open Portfolio		
Reports to	Head of Open Portfolio		
Department	Executive Education		
Job Family	Learning	Level	5

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 Executive Education department designs and delivers an extensive portfolio of blended open enrolment programmes and custom programmes in online, in person and hybrid formats for ambitious corporations who are transforming their business and investing in their people. Annually, over 10,000 participants attend executive programmes that are taught by many of the world's leading business thinkers. The Executive Education department generates a significant proportion of London Business School's revenues and is central to the School's strategy.

Job Purpose

The Programme Director is accountable for the strategic leadership, design, delivery, and continuous evolution of London Business School's flagship senior executive open programme, the Senior Executive Programme (SEP), alongside the Global Executive Programme (GEP) and a wider portfolio of programmes for the most senior audiences served by Executive Education.

The role-holder acts as the intellectual, experiential, and cultural custodian of these programmes, ensuring they deliver a world-class, distinctive, and transformational learning journey for highly senior participants, typically at C-suite and equivalent level. SEP in particular is a cornerstone of the School's Executive Education portfolio, a major contributor to the Financial Times rankings performance, and a defining expression of LBS's reputation for excellence in open programmes.

Alongside overseeing delivery excellence, the Programme Director is responsible for keeping SEP and the wider senior-executive portfolio fresh, relevant, and cutting-edge, convening powerful senior-leader communities, strengthening lifelong alumni engagement, and contributing to the design and launch of new open programmes for this audience. The role carries full commercial accountability for the programmes within scope, while protecting and enhancing their quality, impact, and standing in the global executive education market.

Key Areas of Accountability and Key Performance Indicators (KPIs)

1. Programme Strategy, Portfolio Leadership & External Reputation

- Act as the senior steward of the Senior Executive Programme (SEP) and a wider senior-executive open portfolio, holding accountability for their strategic direction, coherence, and long-term relevance.
- Contribute to the development of the Open Portfolio strategy and vision, supporting Executive Education's growth ambitions and the wider London Business School strategy.
- Protect and enhance SEP as a flagship programme for the School, recognising its high external visibility, contribution to Financial Times rankings, and importance to LBS's global reputation.
- Hold senior accountability for the quality, performance, and external perception of FT-ranked programmes and other key externally benchmarked offerings.
- Regularly benchmark programmes against leading global competitors and use market insight to inform strategic priorities and portfolio evolution.

2. Programme Design, Learning Architecture & Faculty Partnership

- Lead the intellectual and experiential design of portfolio programmes, ensuring a clear learning architecture and a strong, explicit "red thread" across modules, sessions, faculty contributions, and learning modes.
- Documents programme designs and learning architecture in programme design Blueprint documents, reflecting updates and continuous improvement on an ongoing basis.
- Work in close partnership with faculty and learning partners to curate rigorous, contemporary, and integrated content appropriate for highly senior, sophisticated audiences.
- Ensure clear learning objectives, impact measures, and programme narratives are defined and maintained across all programmes in scope.
- Ensure programmes are continuously refreshed to reflect emerging thinking, global leadership challenges, and evolving executive practice.

3. Programme Delivery, Facilitation & Participant Experience

- Act as the visible Programme Director during delivery, providing authoritative facilitation that sets the tone, establishes credibility, and maintains momentum throughout the learning journey.
- Open programmes and modules with clarity and authority, contextualise sessions and faculty, synthesise themes in real time, and guide participant reflection to ensure a coherent developmental arc.
- Ensure outstanding end-to-end participant experiences, including preparation, face-to-face delivery, and post-programme engagement and impact activity.
- Serve as the senior point of escalation during delivery, exercising judgement and discretion to resolve issues promptly and protect the quality of the participant experience.
- Play an active role in participant selection for flagship programmes, including interviewing prospective participants where appropriate, to ensure cohort quality, readiness, and fit with programme ambitions.

4. Community Building, Alumni Engagement & Senior-Leader Networks

- Convene and sustain powerful senior-leader communities, recognising the central role of peer learning, trust, and cohort dynamics in long-form, multi-module programmes.
- Foster strong cohort identity and continuity across modules, particularly for programmes delivered over extended timeframes.
- Strengthen lifelong relationships with participants as Executive Education alumni, encouraging continued engagement, advocacy, and connection to the School.
- Ensure programmes generate enduring value beyond delivery through networks, relationships, and long-term participant impact.

5. Commercial Performance, Portfolio Growth & New Programme Development

- Hold full commercial accountability for programmes within scope, including revenue, contribution, and delivery to budget.
- Set up and oversee robust programme budgets, working closely with Finance to review and confirm budgets quarterly and annually.
- Collaborate with Sales and Marketing to support pipeline development, positioning, and messaging appropriate to senior-executive audiences.
- Drive new open programmes for senior executives from concept to launch, ensuring strategic fit, quality, market demand, and commercial viability.
- Balance innovation and growth with the protection of quality, reputation, and delivery excellence across the portfolio.

6. Quality, Impact & Continuous Improvement

- Define and lead the development of Key Performance Indicators to assess programme quality, impact, and contribution.
- Ensure programmes are fully “FT-ready”, supported by robust data, evaluation processes, and insight to inform rankings submissions and external reporting.
- Lead structured debriefs and reviews following each programme iteration, ensuring clear recommendations are implemented ahead of future deliveries.
- Use participant feedback, benchmarking, and evidence-based insight to drive continuous improvement in programme design, delivery, and learning impact.
- Integrate innovative learning activities, technologies, content, and processes where appropriate to enhance individual and group learning.

7. Business, Brand & Relationship Management

- Act as a senior ambassador for London Business School and Executive Education, contributing to business development activities including webinars, events, selected roadshows, and engagement with prospective participants and clients.
- Tell a compelling and credible story about LBS, Executive Education, and the senior-executive portfolio to external audiences.
- Foster strong, productive relationships with faculty, contributors, learning suppliers, and internal stakeholders across the School.
- Represent the Open Portfolio team in cross-School initiatives and collaborations, identifying opportunities to enhance learning outcomes and strategic alignment.

8. Change Leadership & Ways of Working

- Lead or contribute to projects and change initiatives, ensuring delivery to time, scope, quality, and budget.
- Champion continuous improvement and innovation, role-modelling behaviours expected of senior colleagues and supporting the successful implementation of change.
- Ensure compliance with all relevant policies, procedures, and quality assurance requirements.

Key Performance Indicators (KPIs)

- Consistently high overall programme quality and participant satisfaction scores across senior executive programmes.
- Strong participant ratings for the Programme Director's facilitation, presence, judgement, and leadership evidenced in post programme feedback.
- Delivery of a coherent, distinctive learning journey, evidenced through qualitative participant feedback on programme narrative, integration, and impact.
- Sustained top tier performance in the Financial Times Executive Education Open rankings and effective stewardship of FT ranked programmes.
- Programmes demonstrably "FT ready", supported by robust data, evaluation, and insight.
- Strong credibility with C suite and equivalent participants, reflected in advocacy, repeat engagement, and alumni relationships.
- Recognition as a trusted internal and external authority on senior executive programme design and delivery.
- Successful commercial performance of programmes within scope, including delivery to agreed revenue, contribution, and budget targets.
- Evidence of thoughtful innovation and programme evolution that enhances impact while protecting flagship quality and reputation.
- Effective, diplomatic stakeholder management, with the ability to build rapport quickly, influence constructively, and exercise sound judgement.
- Willingness to challenge and, where appropriate, disrupt established ways of working in service of programme quality and participant experience.
- Strong professional networks leveraged to enhance programme quality, reputation, and market positioning.

Knowledge, Qualifications and Skills Required

Essential

- A strong track record in leading and shaping complex, high-profile executive education, leadership development, or equivalent senior-level learning experiences, with responsibility for the quality, coherence, and impact of programmes serving highly senior audiences.
- Gravitas, confidence, and presence to engage, facilitate, and influence highly senior, sophisticated audiences, typically at C-suite or equivalent level.
- Demonstrated ability to act as a visible programme leader; setting direction, holding the narrative, and exercising judgement in live, ambiguous, and high-pressure environments.
- Strong intellectual range and curiosity, with the ability to integrate diverse perspectives, disciplines, and faculty inputs into a coherent and compelling learning journey.
- Sophisticated facilitation capability, including synthesis, sense-making, and reflective leadership conversations with senior participants.
- Experience working in close partnership with senior faculty, experts, or thought leaders, navigating differing viewpoints while maintaining quality and coherence.
- Well-developed commercial judgement, with experience balancing innovation, reputation, and financial performance in premium offerings.
- Exceptional interpersonal and stakeholder management skills, including the ability to build trust quickly, influence without authority, and handle challenge with diplomacy and confidence.
- Sound professional judgement and resilience, including comfort making difficult decisions, challenging constructively in service of programme quality and participant experience.

- Strong awareness of the expectations, behaviours, and dynamics of senior executive audiences, with a demonstrably customer-centric mindset.

Desirable

- Experience in environments where programmes are externally benchmarked, ranked, or subject to reputational scrutiny.
- Experience contributing to the creation or evolution of flagship or market-defining programmes.
- A strong professional network relevant to senior leadership, executive development, or business education.
- Advanced degree or equivalent senior professional experience (e.g. MBA, Master’s, or comparable leadership background)

Resources including team management

Staff	N/A
Budgets	Programme budget accountability
Date Updated	May 2026