

# JOB DESCRIPTION

<b>Job Title</b>	<b>Senior Manager &amp; Product Owner: Recruitment and Admissions</b>		
<b>Reports to</b>	<b>Executive Director, Recruitment &amp; Admissions</b>		
<b>Department</b>	<b>Recruitment &amp; Admissions, Degree Education</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</b>

## 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 department plays a vital role in the success of London Business School. We are responsible for designing, promoting and delivering the School's portfolio of twelve Master's degree programmes in London, Dubai, New York and Hong Kong. Delivering world-class global programmes is at the heart of what we do, whilst ensuring that we maintain a commercial perspective.

As a department, we play a critical role in attracting exceptional candidates from all over the world. In addition, both when our students embark on their learning journey and when they become alumni, the Career Centre team, liaising closely with employers, works hand in hand to help them secure internship and full-time positions, and continues helping them make educated career choices.

Ranked among the best in the world, our Master's Degree programmes shape individuals into global business leaders. Our programme portfolio consists of 12 programmes: Masters in Management, Global Masters in Management, Masters in Financial Analysis, Masters in Analytics and Management, Master in Finance Full-time

and Part-time programmes, MBA, Executive MBA London and Dubai Programmes, EMBA-Global (partnership with Columbia Business School), and Sloan Masters in Leadership & Strategy.

Every year we recruit approximately 1,500+ students from all over the world, and at any given moment we have more than 2,500 students. Our students study in London, Dubai, New York and Hong Kong.

## Job Purpose

The role manages the Business Systems & Analytics team which supports Recruitment & Admissions Team with the tools, training, support and insight to recruit, admit, and retain future alumni of London Business School.

The role will act as Product Owner for all systems supporting the Recruitment and Admissions functions, working closely with colleagues within the central Technology Department.

The team supports the business processes, data and systems used to deliver recruitment and admissions services, and provides data analysis and management reporting to enable data-driven decisions.

### Key responsibilities

- Product Ownership of systems supporting all Recruitment and Admission business capabilities.
- Business partnering with Recruitment & Admissions leadership & the Technology department
- Represents customer / users requirements and prioritises new features and changes
- Analyses market and/or user research, feedback, expert opinion and usage data to understand needs and opportunities.
- Represents the Recruitment & Admissions department on School-wide technology and data projects
- Support existing Technology through coordinating training, ensuring access to appropriate support documentation and resources, and through system configuration and basic system administration.
- Supports staff to align, streamline and automate business processes
- Provides data analysis and supports reporting services to enable data driven decision making.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

## **Strategy and Planning**

- Contribute to the development of strategy for the area, 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 efficiency of service delivery.

## **Partnering and Service Delivery**

- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

## **Analysis and Reporting**

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Summarise, communicate and present data outputs from their own area of work for a range of audiences
- Interpret requirements and present data in a clear and compelling way, using graphical representations and data visualisations
- Broad understanding of types of data analyses that are possible. Understands and applies basic statistical theory and techniques.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

## **Compliance**

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

## **Supplier/Contractor Management**

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

## **Collaboration**

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

### **Project Management**

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

### **Financial Management**

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

### **Process Improvement**

- Analyses and designs business processes to improve business performance, create business opportunities, deliver new or improved products/services
- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

### **People Management**

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

### **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.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

### **KPIs:**

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects 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 commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

### **Knowledge/Qualifications/Skills/Experience required or preferred**

- Bachelor's degree or equivalent experience.
  - Excellent communication skills with the ability to engage a variety of audiences.
  - Significant experience of software related to own area of specialism,
  - Ability to build basic models or tools related to software of specialism preferred
  - Sound working knowledge of policies, regulations and legislation in area of specialism.
  - Excellent analytical and problem solving skills.
  - Data Analytics and Data Visualization experience
  - Practical experience of Business Process Improvement and relevant methodologies
  - Ability to manage multiple internal and external stakeholders.
  - Ability to prioritise and focus on material issues.
- In-depth knowledge of business education/specialist area.
- Experience of Product Ownership / Product Management and Agile Delivery methodologies.
- Experience in effectively managing external suppliers/contractors preferred
- Financial management experience and commercial acumen.

**Resources including team management****Three direct reports**

<b>Staff</b>	<b>3</b>
<b>Budgets</b>	
<b>Date Updated</b>	<b>12 May 2021</b>