

JOB DESCRIPTION

Job Title	Senior Programme Manager – EMBA Global Programme		
Reports to	Programme Director – EMBA London and EMBA Global Programmes		
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

Degree Education and Career Centre (DECC) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes spanning all career stages and includes;

- MBA
- A suite of Executive MBA programmes (London-based, Dubai-based, EMBA-Global with Columbia Business School)
- Master's in Finance (full-time and part-time)
- Sloan Master's in Leadership and Strategy
- Master's in Management & Global Master's in Management
- Master's in Financial Analysis
- Masters in Analytics and Management

The department also plays an essential role in supporting the School's brand and reputation.

The EMBA-Global programme is designed for experienced professionals who have a global dimension to their role and who are operating at mid to senior levels. 65+

students are enrolled annually each May on the EMBA-Global (established in 2001 in partnership with Columbia Business School) The programme is a premium, residential programme and students and faculty travel between the partner-schools for the monthly modules in the first year. In the second year, students can take electives at either of the partner schools.

Job Purpose

Play a pivotal role in delivering a high quality and outstanding experience for all EMBA-Global students and the faculty teaching on the programme.

Maintain strong relationships and high levels of collaboration with colleagues at Columbia Business School and be the central point of contact for internal stakeholders.

Support the Programme Director in the development and implementation of new initiatives and ongoing growth of the EMBA-Global Programme.

Take part in cross-programme activities that support the overall objectives of the department and School.

Managing a Programme Manager, the post holder will contribute to the wider cohesive EMBA team and model the School's culture and values, set behavioral expectations and support employee wellbeing.

The Senior Programme Manager will ensure the highest possible standards of delivery and support of the team including management of the team to deliver programme elements - planning, scheduling, communication, budgeting, compliance and co-curricular activity (including the skills portfolio).

It will require high levels of team and people development skills, wide stakeholder management, high levels of attention to detail and deep understanding of the curriculum. All of this must be done in the context of delivering an exceptional student experience.

We are passionate about our position as a world-leading business school and as such the post holder plays an essential role in supporting and enhancing the School's reputation. This means the post holder must have a big picture view of what is always happening on the programme, as well as looking forward to planning and improvements for next year. This also means investing time to work with all stakeholders and to build positive relationships.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

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

- Contribute to the development of broader operational plans, working with the partner schools, manage operational plans in EMBA-Global 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 learning interventions.

Programme Operations, Delivery and Improvement

- Lead on the delivery of the EMBA-Global and take responsibility for all required elements in the running of the programmes, co-ordinating with key internal and external stakeholders to ensure successful learning outcomes within budget and to quality standards and targets.
- Work closely with partner school to ensure high quality services are aligned across the various schools and campuses and to actively find solutions to issues as they arise and implement improvements where possible.
- Oversee the production of programme/ course information, learning resources, materials and guides, ensuring the production is of high-quality and high-impact. Work across leadership teams, and the partner schools to develop and implement an annual student and alumni communications plan for EMBA-Global.
- Lead the review and evaluation of relevant learning provision, programmes and activities to ensure that learning delivery remains at the forefront of business education.
- 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.
- Oversee and monitor programmes to ensure compliance with internal processes, regulations, and relevant external bodies. Work closely with Director, EMBA Programmes and partner schools to ensure that processes and regulations are aligned and to manage issues expediently where they are not.
- Work with the Director, EMBA Programmes, Central Services and other Senior Programme Managers to agree and implement the Elective portfolio for the EMBA-Global programme. Ensure that the team and partner school are kept abreast of developments; communicate all necessary information to the class clearly and at the appropriate time. Ensure that students are well supported during selection, bidding and add/drop rounds.

People Management

- Ensure that the team understand the direct link between their roles/contribution and the wider departmental purpose.
- Set and develop appropriate culture for the team, through role-modelling the School's values, setting behavioural expectations and supporting team wellbeing. Ensure team are aware of and comply with all relevant policies and procedures.
- Define and communicate the team's priorities and workload, in line with the wider Departmental priorities and team job roles. Manage performance to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.
- Role model, encourage and enable collaboration across the team(s) and with partner schools, to ensure high levels of engagement and collective achievement of goals.
- Support team members to identify development needs, develop and implement a L&D plan for the PM and create/promote learning opportunities to enable good performance and impact in current role and appropriate career progression.

Quality Assurance and Compliance

- Have a full understanding of all programme regulations, policies and procedures and how to implement these.
- Work on the revision of the programme regulations, policies and procedures to ensure that they encompass any changes required as well as align with the School regulations and those of the Higher Education sector.
- Act as the initial investigation point for any Misconduct cases.
- Act as an escalation point/ advisory contact for students on issues including their progression, Extenuating Circumstances and Academic Regulations.

Student/Participant Experience

- Oversee the co-ordination and delivery of a world-class learning experience for students.
- Ensure that students/participants are aware of the School's offerings and have access to support and resources as required to enable the most effective learning experience.
- Design and lead feedback activities which contribute to learning enhancements and the continuous improvement of student/participant /stakeholder experiences.
- 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 and lead on student investigations when appointed by the Programme Director.
- Build relationships with student representatives and work with them to understand student needs.

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 reports to inform review, planning and decision-making.

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 and agencies 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.

Product/Proposition/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.

Collaboration and Stakeholder Management

- 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.
- Work closely with Career Centre to maximise career development support for students and integrate this into the programme.
- Ensuring effective, open and proactive engagement with the student body, and where appropriate applicants, admits and alumni to facilitate dialogue, partnership and enhancement of the experience and delivery of the programme.
- Promoting the programme internally and externally through sharing information and supporting in story sharing with key teams including Marketing, Recruitment, Admissions, Advancement and the Deans office.

Financial Management

- Monitor and review financial activity for own area to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.
- Ongoing tracking and management of the Programme Office budgets.
- Work in detail on the co-ordination of financial planning and reporting, ensuring all staff are aware of their responsibilities in the execution of the budget plans and reporting on a regular basis to the Director.
- Working with the Director to complete the quarterly forecasts and annual budget management and build exercises.

Change Management

- Champion change by role modelling the behavior 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.

KPIs:

- Delivery of high-quality service in own area of specialism.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of learning initiatives.
- Effective resource management and quality/timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.
- Projects/programmes 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.
- Engagement, retention and performance levels of direct reports.
- Achievement of team targets.
- Evidence of cross-team collaboration.
- Team feedback on clarity of purpose and focus, behavioral and performance expectations, guidance, development and career support.

Knowledge/Qualifications/Skills/Experience required

- Significant experience working with Executive students
- In-depth knowledge of business education and the MBA market.
- Successful experience managing, developing, coaching & motivating a team.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple internal and external stakeholders. High level of relationship building skills.
- Ability to prioritise and focus on material issues with good attention to detail.

Staff	Working in a team of 3; line management of 1 Programme Manager
Budgets	Support in the management of expenditure on Programme Budget
Date Updated	December 2022