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| **Job Title** | **Director, Business Operations**  |
| **Reports to** | **Executive Director – Operations**  |
| **Department** | **Central Team – Business Operations** |
| **Job Family** | **Business Services**  | **Level** | **5** |

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| **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.  |

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| **About the Department** |
| Degree Education (DE) plays a pivotal role in the success of London Business School. We are responsible for designing, marketing, and delivering the school’s portfolio of degree programmes. Each year we admit and graduate approximately 1,500 post-graduate students across all levels of experience. At any point in time, we will have approximately 2,400 students in our midst.Alongside Executive Education, which provides non-assessed open and custom executive programmes to both individuals and corporates, and Learning Innovation, which leverages developments in learning to enhance the student and participant experience, Degree Education reports to the Vice-Dean.DE is led by the Associate Dean and 5 Executive Directors who in turn lead each of Career Centre, Central Team, Degree Programmes & Student Experience, Experiential Learning, and Recruitment & Admissions. The department has approximately 200 staff.Reporting to the Executive Director – Operations, the Business Operations team provides a crucial role in the delivery of numerous business, compliance, operational, procurement, contractual, data management, and finance functions for Degree Education. The team also lead on numerous departmental, Divisional and Degree Education level projects.  |

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| **Job Purpose** |
| The Director is responsible for leading the Business Operations team which provides a critical delivery to a range of internal stakeholders, from Senior Management, Cross Departmental Heads, Business Partners, Admits and Students. Externally the team are integral to the provision of management reporting on various compliance requirements and regulatory bodies.The Director leads the provision of operational activities which support the achievement of the Degree Education and the Schools’ five-year strategic plan. This involves consultancy support and oversight for all compliance, contractual, legal, financial, strategic, change and project management, procurement, & supplier management, GDPR, data insights & reporting activities. The post-holder will represent DE through the business partnering process and engagement of school-wide services to the department. The post holder also has responsibility for the contractual management of our external activities, liaising accordingly with internal colleagues, and external compliance and regulatory bodies, such as the DIFC.The position provides a key role in support of the Executive Director, Operations in the management of the central departmental budget, which equates to c£600k. The Director also provides support to the Associate Dean and Executive Director, Operations, on the development of the annual budget, corporate and strategic plans, financial modelling, and wider School financial forecasting.The post holder has lead responsibility for the departments’ GDPR, Data Retention, FOI, and Subject Access request obligations. Externally the post holder engages through the business operations team, or directly, with a range of compliance, legal and regulatory bodies. In addition to liaison with Internal/External auditors and the Schools’ legal advisors, Farrer & Co. |

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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Strategy and Planning** * Contribute, and ensure the provision of customer-focused, high-quality, and innovative Business Operations team that realizes the DE vision and mission. Respond to changing business priorities, instilling a high-performance culture.
* Develop and lead the implementation of plans for the business operations department to support the achievement of wider departmental/organisational goals.
* Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.
* To lead on all matters relating to key business operations provided across the School to degree progs.

**Partnering and Service Delivery** * Partner with Campus Services, Estates, Finance, and Technology service team, to understand their strategic goals and provide subject matter expertise to support/facilitate effective decision-making.
* Provide technical guidance and recommendations as a subject matter expert to support the resolution of the most complex issues from all stakeholders and develop precedents to improve service delivery within own specialist area.
* Provide professional advice and guidance to DE senior management, sharing expertise and information to support effective decision-making**.**

**Analysis and Reporting** * Analyse key themes from a wide range of data sources to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.
* Produce reports or oversee the production of reports in own area of specialism, to be used by senior management in the decision-making process.
* Provide analysis and insights from the production of competitor analysis reports, market benchmarking exercises, annual student and applicant surveys, programme reviews, planning reports, and balance scorecards etc.
* Chair the DE Data group, and act as DE representative for the School ISWG.

**Legal & Compliance** * Lead the creation of policies and procedures for own area and help embed them across the School.
* Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.
* DE Lead for all internal audits, liaison with professional audit bodies as required, completion of field work, consultation with stakeholders and development of appropriate action plans.
* Lead the annual review of the student terms and conditions contracts, liaising with the school legal advisors as required.
* Oversight of DE contractual responsibilities for teaching and office space requirements at DIFC.
* DE Lead for GDPR, SAR and erasure management process. Ensure data retention, transfer, DPIA, and ROPA are completed on time and to required standards.
* Oversight compliance and management information for DE data requests for CAA, HESA, HESES HEFCE, OFS, TFL, UKVI, Loan providers and government bodies/agencies.

**Visa & Financial Aid*** Lead the Visa and Financial Aid service for applicants, admits, students and graduates.
* To ensure the Visa & Financial Aid team provide thorough, detailed visa and immigration advice, and case support to admits, students and recent alumni in respect of student, graduate, and highly skilled visa routes
* Lead activities with external loan providers, US Loan scheme administration, internal student hardship funding – compliance with required legislation and licensing requirements as required. Provision of advice of products to admits and students.

**Supplier/Contractor Management** * Act as Procurement category lead and category owner for DE. Chair the DE Procurement & Supplier group and DE rep on the School Procurement Working Group.
* Manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with large suppliers/contractors to ensure the School gets maximum value for money.

**Collaboration and Relationship Management** * Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
* Establish networks across organisational peer groups and outside of LBS to gather and share information to ensure that professional services are delivered in line with industry best practice.
* Represent degree education in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

**Project Management** * Define and maintain a sound project management process to identify and track all key projects and initiatives via an annual Central Team Strategic Imperatives action plan.
* Provide subject matter expertise to strategic, high impact projects to support their successful delivery.
* Act as DE champion on various School level projects as required.
* Contribute to relevant strategic projects working with Programme Team(s), Career Centre, Campus Services, Deans Office, Finance, Innovation & Transformation, and Technology as required.

**Financial Management** * Responsibility and authorisation for the Central Team budget, ensure effective cost control, planning, forecasting, and monitoring is in place. Budgetary control/responsibility for the DE purchasing card.
* Responsibility and authorisation of the Temporary & Contractor expenditure and budget.
* Working with the ED – Operations provide financial modelling support at department level.

**Process Improvement** * Use management information to recommend new/enhanced policies to support business improvement.
* Contribute to the development of new/enhanced policies, processes, solutions and systems, and lead on the implementation of improvements in a defined area of Business Operations.

**People Management** * Define and communicate the team’s priorities and workload, in line with the wider Departmental priorities and team job roles.
* Be a keen and engaged member of the wider team.
* Manage performance/achievement/engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.
* Actively contribute to the development of all team members.

**Change Management** * Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all process, systems, and people to ensure appropriate steps are taken for successful implementation.
* Consult with, and advice the business on change programme and initiatives, influencing stakeholders so they become advocate for the change and support in its successful implementation.

**KPIs:*** High-quality operational delivery and service provision for the Degree Education.
* Well defined, clearly communicated, executed plans and strategies for the Business Operations team.
* Lead on departmental compliance requirements relating to GDPR, FOI, SAR, and contribute to cross-school compliance requirements
* Manage third party suppliers, procurement contracts and act as DE procurement category lead.
* Strong cross team working relationships and excellent stakeholder feedback
* Development of high-quality policies and processes.
* Smooth operation of reporting cycle, producing highly accurate data and analysis which informs management decision making.
* Development of solutions and improvements to complex issues within own area of specialism
* Contribution to cross-School initiatives.
* Projects delivered on time, on budget and to quality standards.
* Accurate budgets developed, no overspend and value for money demonstrated.
* Contribution to continuous improvement in department operational delivery
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| **Staff** | **6-9**  |
| **Budgets** | **£600k** |
| **Date Updated** | **12 January 2024** |

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| **Knowledge/Qualifications/Skills/Experience required**  |
| * Bachelor’s degree or equivalent experience.
* Demonstrable knowledge of business education and the processes underpinning operational delivery, particularly in relation to compliance and regulatory bodies
* Professional GDPR, Project or Change qualification or equivalent experience.
* Excellent communication and influencing skills, with the ability to negotiate, collaborate and influence a variety of audiences
* Experience of managing internal and external relationships at all levels.
* Demonstrable credibility and a network of contacts in an area of expertise.
* Subject matter expert in GDPR legislation, data retention policies.
* Demonstrable legal, contractual, and procurement acumen.
* Proven project or change management experience in leading and implementing complex business change solutions.
* Broad understanding of each of London Business School’s activities and offerings.
* Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
* Proven financial management skills and commercial acumen.
* Demonstrable team management and leadership skills.
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| **Resources including team management**  |
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