

# JOB DESCRIPTION

<b>Job Title</b>	<b>PROGRAMME AND PROJECT MANAGER, EXECUTIVE MBA (LONDON)</b>		
<b>Reports to</b>	<b>SENIOR PROGRAMME MANAGER</b>		
<b>Department</b>	<b>DEGREE EDUCATION AND CAREER CENTRE</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>3</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

Degree Education and Career Centre (DECC) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes, which includes the MBA, a suite of Executive MBA programmes (London-based, Dubai based,

EMBA-Global with Columbia Business School and EMBA-Global Asia with Columbia and HKU), the Sloan Masters in Leadership and Strategy, the Masters in Finance (full-time and modular), the Masters in Management and Global MiM (MiM) and the Masters in Financial Analysis (MFA). The Degree Education portfolio represents over 60% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times. The department also plays an essential role in supporting the School's brand and reputation.

The Executive MBA programmes span London and Dubai. This challenging programme is designed for mid-senior career, working professionals with 8 or more 2 years of work experience. Each intake is highly diverse in terms of nationality and geography, around 30% of London EMBA's commute from overseas. There are two

intakes each year, in January and September. Students all begin their journey in London at Orientation and then continue the programme on their respective campuses. The London first year streams come to campus on alternate Fridays and Saturdays. In the second year, all students can choose to take electives in Dubai or London before they come back together for Capstone.

## **Job Purpose**

Play a pivotal role in delivering outstanding operations and impactful events across our EMBA programmes, working closely with the Senior Programme Manager, and in constant liaison with the EMBA Student Experience teams in London and Dubai.

Ensure the smooth and effective running of specific aspects of operations for the whole EMBA Programme (London and Dubai), working closely with stakeholders including faculty, programme teams and our Central teams. Specifically:

- delivery of two orientations each year
- capstone
- leadership skills
- data management for surveys and events
- second year projects (electives, exchange, lifelong learning programme, business projects)

Manage the delivery of EMBA Leadership Skills, working with external providers to ensure that the outcome is high quality, impactful learning opportunities for EMBA students, delivered within budget.

Where needed, provide support to colleagues in our EMBA-Global programme and take part in cross-programme activities that support the overall objectives of the department and School.

To build and sustain effective working relationships with faculty and colleagues within Degree Education and across the School (in London and Dubai). In particular, to work collaboratively with the EMBA Programme Management team in London and Dubai, to ensure a seamless programme experience to all students.

Due to the nature of our programmes, the role requires regular weekend / out of hours working which is managed across the team on a rota basis.

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

### **Key areas of accountability:**

#### **Strategy & Planning:**

- Contribute to the development of broader operational plans, working with colleagues across the school, support with the management of operational plans in EMBA and across Leadership programmes to enable successful implementation by prioritising and aligning planned activities. Providing information to enable efficient and effective planning that meets departmental objectives.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

#### **Programme Delivery and Improvement:**

- Plan and deliver a range of programmes and events in accordance with well defined processes and contribute to more complex projects with guidance from senior colleagues.
- Lead on the planning and operational delivery of the EMBA and take responsibility for major events, including Orientation (twice a year) and Capstone (one per year), co-ordinating with key internal and external stakeholders to ensure successful learning outcomes within budget and to quality standards and targets, including project plans.
- Oversee and contribute to the accurate production of materials across all channels to support the delivery of programmes and learning (e.g. Admits Canvas page, Programme Centre Page, Bulletins).
- Monitor and execute the completion of standard processes to ensure regulatory compliance in areas such as attendance, student performance, registration, regulations, QA and visa requirements.
- Support the delivery of new programme initiatives as delegated by senior colleagues.
- Work with the Senior Programme Manager and other stakeholders to launch and deliver the electives portfolio for EMBA London and Dubai. Working on a communication of information for students and supporting student during selection, bidding and add/drop rounds.
- Support Senior Programme Manager with the operational and administrative delivery of the LifeLong learning programme for Leadership alumni, electives, business projects and International Exchange Programme.

**Student/Participant Experience:**

- Deliver high-touch, high-profile Orientation and Capstone events that are well planned, well-led and well-evaluated by the students.
- Working closely with the Senior Programme Manager, Execute the delivery of the Leadership Skills programme, working with external suppliers to provide impactful sessions that align with our Leadership framework and student goals. Ensure that the Leadership skills programme is well evaluated by students and within budget.
- Support the EMBA Student Experience team where necessary, cover across areas where necessary. Work closely with Dubai Programme Manager to support on process and compliance. This may include travelling to Dubai and supporting the programme manager to do the same if necessary.
- Design and execute feedback activities which contribute to enhancements and the continuous improvement of student/participant /stakeholder learning and experiences. Oversee the production of reports to share feedback with Senior team and other stakeholders as required.

**Scheduling and Resource Management:**

- Lead and plan Orientation and Capstone scheduling and space requirements working closely with Senior Programme Manager, Central Services and faculty to ensure that timetables support delivery and learning requirements.
- Manage, deliver and co-ordinate the planning communication and sign up for Leadership Skills working closely with suppliers and support student queries.
- Support the Senior Programme Manager with electives planning, timetable/spaces data taking into account the programme needs.
- Support with student and faculty electives query and provide guidance.

**Analysis and Reporting:**

- Liaise across the team and other departments to prepare reports to inform review, planning and decision making as directed.
- Work closely with the Visa team to ensure that EMBA is compliant with all required visa processes

**Supplier/Contractor Management:**

- Work with key stakeholders to ensure that all operational aspects for EMBA (hotels/catering/events/communications/technology) reflect the nature of the EMBA programme.
- Ensure that the quality of the work delivered by third party suppliers and agencies against service level agreements to ensure it is to required and agreed standards.

**Collaboration:**

- Collaborate closely with team members and other departments to enable cross department working, share information, identify new opportunities and the development of high-impact learning experiences.
- Assist the other Programme Managers and Programme Administrator in the delivery of the events and initiatives they lead.
- Work collaboratively with the Recruitment and Admissions teams to ensure a seamless transition from applicant to student. Support marketing efforts by highlighting student stories and assisting at selected events.
- Represent the EMBA team and build effective relationships with internal and external stakeholder to ensure seamless services delivery to students and faculty

**Financial/Budget Management:**

- Maintain budget expenditures spreadsheets in a timely manner to support team reporting and monitoring.
- Support with annual budget projections.
- Ensure that EMBA is compliant in all procurement processes.
- Review financial activity of 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.

**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.

**Additional Responsibilities:**

- Other duties as delegated by the Senior Programme Manager, Senior Manager, Director, Executive Director or Associate Dean.

**Process Improvement:**

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

**People Management: No direct management**

- Ability to work with team members of different project within own remit and ensure clear communication and directions are given
- Willingness to help the team where required and as directed by Senior Programme Manager.

**KPIs:**

- Delivery of high-quality learning programmes, events and resources.
- Projects delivered on time, on budget and to quality standards and targets.
- Area/team compliance with necessary regulations/processes.
- Timely and robust coordination of all internal and external resources.
- Production of high-quality reports, with the identification of trends and issues.
- Development of relationships within and outside the team, and positive feedback from all stakeholders.
- Up-to-date and accurate financial information for own service area.
- Improvements to processes and procedures in own area of specialism.
- Developing and delivering communications to students

**Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience.
- Excellent written and verbal communication skills and ability to deliver difficult messages with firmness and empathy.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders
- Experience of using software related to own team or department to extract, analyse and report on data.
- Sound understanding of the wider School's offerings and those of competitors.
- Sound project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills.
- Demonstrable knowledge of business education and/or relevant sector.

Resources including team management
N/A

Staff	
Budgets	
Date Updated	