

JOB DESCRIPTION

| | | | |
|-------------------|--|--------------|----------|
| Job Title | Programme & Office Administrator – EMBA Dubai | | |
| Reports to | Programme Manager | | |
| Department | Degree Education and Career Centre | | |
| Job Family | Learning | Level | 2 |

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 and Career Centre division 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)
- Masters in Finance (full-time and part-time)
- Sloan Masters in Leadership and Strategy
- Masters in Management & Global Masters in Management
- Masters in Financial Analysis
- Masters in Analytics and Management

The Education portfolio represents over 60% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

The Leadership Programmes unit is part of the Degree Programmes and Career Centre team of over 100 staff who play a vital role in the success of London Business School. The Leadership team of 25+ people is responsible for designing, marketing and delivering four executive degree programmes serving over 400+ students admitted each year: the Executive MBA in London and Dubai, EMBA-Global with Columbia Business School and the Sloan Masters in Leadership and Strategy.

The Dubai-London Executive MBA is an integral part of our EMBA offering and is closely tied to the EMBA London programme. The Dubai programme is a challenging course of study in both Dubai and London that leads to a London Business School MBA. Our campus is located in the prestigious Dubai

International Financial Centre. There are two intakes (September and January) of 100-120 students admitted annually. The LBS Dubai EMBA is organised in a modular format that permits students to continue their careers while they complete the requirements of the Executive MBA degree. The timetable is based on a residential week in London for Orientation and the Opening Module, additional days in London for Capstone teaching, four days a month in Dubai in the first year to complete the core courses, and participation in the School-wide elective portfolio in London and Dubai in the second year. Students in the Dubai-London Executive MBA programme are an integral part of the School's global community

The Dubai Campus is our first and only campus outside London, we opened our doors in Dubai in 2007 – evidence of our global ambitions to scale our diversity and impact, while sustaining our prestige and reputation for academic rigour.

You will be joining a high performing and professional Programme team based in Dubai, as well as colleagues representing Recruitment and Admissions, Career Centre and Alumni Relations.

Job Purpose

The core responsibilities of the Programme & Office Administrator are to ensure the effective running of the EMBA Dubai Programme and Dubai Centre operations, and to be the first point of contact for the office. This is a multi-focused and pivotal role for the Dubai Centre, including but not limited to the following:

- Contribute to the delivery of a high-quality experience for our students by providing effective administrative support as a member of the Dubai Centre team
- Offer a professional, accurate, reliable and timely service to all our stakeholders (students, faculty and colleagues) and generate ideas for continuous improvement and innovation
- Organise and oversee the Dubai Centre facilities
- Smooth running and maintenance of all IT and related systems used by the Dubai Centre
- Collaborative, professional and proactive communication across the Dubai Centre

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

Key Areas of accountability and Key Performance Indicators (KPIs)

Office Administration / Analysis & Reporting:

- Effective, timely and accurate administrative support for the Dubai EMBA Programme team in relation to the day-to-day running of the programme and assisting in administering the Programme(s)
- Coordinate with the DIFC on all logistical aspects of programme delivery
- As requested, assist the programme management team to ensure a successful programme experience in Dubai
- Travel to main campus in London to assist with Orientation, Capstone and Congregation as required
- Co-ordinate new joiner/leaver processes
- Co-ordinate team away days/other team functions
- Ensure that office equipment is adequate and functional
- Maintain an updated Induction Manual/binder and process documents for own area
- Update school databases and systems to ensure student records are up to date and data are recorded in line with established processes
- Maintain processes for data sharing and recording to enable efficient service delivery to students
- General admin support as and when required for Programme Director and Senior Programme Manager, and the wider team where appropriate

Product Knowledge:

- Maintain a thorough understanding of all aspects of the Degree Programmes offered at London Business School, with an understanding of our competitor landscape and what differentiates us (as a School and per programme)

Course Preparation / Learning Delivery Support:

- Support Stream Managers and Facilitators with core course and elective course delivery, and proactively organise administration including: catering, seminar room bookings, preparing Marhaba services for faculty, preparing guest speaker gifts and printouts for faculty, preparing class lists, seating charts, nameplates, badged, security cards, parking cards, business cards, cross-checking schedules and timetables against shared calendars, preparing course materials, drafting newsletters, updating attendance and creating Zoom links where necessary
- Ensure the ordering, timely arrival, distribution and inventory of course books
- Support event management for Programme-related events, including venue scouting, site visits, gathering quotes and preparing LBS-related collateral such as banners and slides
- Any other duties as assigned by your line manager or senior Programme team

Student Experience / Collaborative Working:

- To have an effective working relationship with the London office to ensure a consistent approach to Office Administration
- Build effective working relationships with students on the Programme and be able to answer day-to-day student queries, escalating to the Senior Programme Manager as necessary
- Assist with student visa queries, and issue appropriate support letters
- Working collaboratively with the Recruitment & Admissions team to ensure an understanding of the EMBA admissions processes and standards
- Post-holder actively contributes to the overall objectives of Degree Programmes and has an open co-operative attitude to working with colleagues in the department and elsewhere in the School

Key Stakeholders:

- Dubai EMBA students
- Dubai and London teams
- DIFC stakeholders
- Faculty, Faculty Assistants, Course Administrators, Facilitators
- External providers, hotels, conference centres, facilities, catering, accounts

KPIs:

- High-quality and timely support provided to students, colleagues and stakeholders
- Timely response to and resolution of enquiries, requests and issues
- Accuracy and integrity of data in business systems
- Development of relationships within and outside the team, and positive feedback from colleagues
- Compliance with processes, procedures and standards
- Clear, timely and proactive communication and accountability for follow up

| Knowledge/Qualifications/Skills/Experience required | |
|--|--|
| <ul style="list-style-type: none"> • Professional qualification or equivalent experience working with Executive students or in Higher Education administration in the Middle East • This is foremost a customer centric role hence entry-level experience in a similar role is required – preferably gained in a Higher Education customer service environment • IT literate and confident in the use of Office365. Experience managing databases and spreadsheets. Knowledge of email marketing software is advantageous but not essential (training will be given on in-house systems) • Excellent organisational and time management skills, and ability to prioritise tasks and re-prioritise under changing circumstances • A knowledge of business education sector is advantageous • A team player who is decisive, action oriented and analytical • Experience working in an international environment • Excellent written and verbal communication skills • Ability to multi-task with a keen attention to detail • Ability to work under pressure and sustain a high level of professionalism in difficult and/or sensitive situations • Commitment to providing a consistently outstanding level of customer service | |

| Resources including team management | |
|--|--|
| Thorough training will be provided during Onboarding. Continuous professional development opportunities are available beyond the role. | |

| | |
|---------------------|--|
| Staff | Working in a team of 8; no line management |
| Budgets | No |
| Date Updated | 9 February 2024 |