

JOB DESCRIPTION

Job Title	Subject Area Manager		
Reports to	Deputy Director, RFO / Subject Area Chair		
Department			
Job Family	Business Services	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

The Management Science and Operations subject area researches and teaches the application of the scientific method to management problems. It comprises of permanent and visiting faculty, PhD students, as well as many visiting researchers and co-authors throughout the academic year.

The MSO department has 3 administrative staff, excluding the Subject Area Manager. Faculty teach on Core and Elective courses for the MBA, EMBA, MiM, MAM, and Sloan Programmes, as well as open and custom courses for Executive Education.

Job Purpose

The Subject Area Manager (SAM) plays a key role in supporting faculty in their research and teaching through the development and delivery of the subject area strategic plan. They provide operational support to the Subject Area Chair (SAC) in delivering the plan as well as administrative leadership of a team of faculty assistants. Subject Area Managers collaborate across all subject areas to ensure that a culture of continuous improvement is embedded.

SAMs lead and oversee the delivery of key activities within their subject area to support excellence in teaching through:

- Leading a team faculty assistants to ensure administrative services are delivered in an efficient, responsive and professional manner
- Managing budgets, activities and events for both teaching and research initiatives
- Working closely with the SAC in the recruitment and onboarding of new faculty and PhD students taking a lead in key activities
- Acting as the principal point of contact between the Subject Area and other departments of the School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Understand the Subject Area strategy and assist Subject Area Chairs in preparing for their annual strategy meeting. Contribute where relevant with feedback and insights from operational management.
- In collaboration with the SAC, prepare documentation for Subject Area Review, by collating data and liaising across teams to prepare complex reports to inform review, planning and decision-making.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities. This will include liaison with all key school services (Estates, Operations, Space Planning, Accounts)
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and impact of learning interventions.

Programme Delivery and Improvement

- Lead the annual teaching planning for the Subject Area, including all learning provision, programmes and activities to ensure that learning delivery remains at the forefront of business education, liaising with faculty, DECC, EE and RFO.
- Lead on the delivery of a portfolio of elective courses within their Subject Area within budget and to quality standards and targets.
- Support DECC Programme Office lead on all core courses, by co-ordinating with programme offices and coordinating/managing in-house and /or external contributors/resources to ensure successful learning outcomes within budget and to quality standards and targets.
- Ensure that all scheduling and timetabling activity is efficiently managed, liaising across teams to ensure that all needs are met effectively.
- Collaborate with stakeholders and contractors as required to integrate new learning solutions as appropriate to maximise learning impact.

- Oversee the content management (on canvas) of electives and uploading programme/course information/outlines, learning resources, guides, purchase of copyright, ensuring the production of high-quality and high-impact materials.
- Oversee and monitor elective programmes to ensure compliance with relevant external bodies.
- Overseeing course level communication for elective courses, liaising closely with the Programme Offices for core courses.
- Oversee and monitor course delivery to ensure compliance with relevant academic policies and procedures.
- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures and support monitoring, to ensure compliance across the School.
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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.
- Develop deep understanding of London Business School and competitor offerings and use this knowledge to inform innovative and high-impact learning solutions.

Supplier/Contractor Management

- Recruit and monitor the quality of work delivered by third-party suppliers for teaching support. This includes recruitment and evaluation of teaching support staff- TAs, Graders, Tutors, Coaches. Liaising with Faculty HR team for accurate and timely informal payroll process.

Collaboration and Relationship Management

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

Financial Management

- Responsibility for subject area budgets, fulfilling financial management requirements and ensuring the cost-effective use of financial resources within budget.
- Operational responsibility for elective, grading and research budgets within the Subject Area, fulfilling financial management requirements, providing reports and updates and ensuring the effective use of financial resources to produce value for money. Liaison with programme offices to facilitate the same cost control for core courses.
- Close liaison with the RFO and retaining an overview of SA spending within Faculty Recruitment budgets.
- Annual bidding and reporting on allocated budgets of the Research Fund in close cooperation with the RFO and SAC.
- Approving and monitoring PhD Individual Student Budgets.

Research and Outreach

- Lead on research and outreach activities designed to expand the group's research output and visibility within international scholar networks including; conferences, research seminars and specific research events open to internal as well as external scholars and doctoral students.
- When required procure the design of materials to be used in events and other initiatives, ensuring it meets or exceeds faculty/student requirements.

Faculty Recruitment

- Support the SAC in the faculty recruitment process taking the lead on key activities, liaising with the Research and Faculty Office regarding appointment processes and identifying requirements for visiting faculty.

- Where required, organise faculty recruitment conference attendance, fly-outs, seminars and all subsequent departmental coordination for junior recruitment.
- Manage all aspects of senior recruitment, i.e. keeping in touch with potential senior faculty recruits, organising visits, accommodation and oversee all financial aspects of senior recruitment.
- Support the onboarding of new faculty in subject area.

PhD Recruitment

- In cooperation with the PhD Programme Office and the subject area PhD programme coordinator, co-ordination of candidate recruitment, organising campus and/or Skype interviews with Faculty.
- Progress monitoring of current students, and provision of support for transfer and viva examinations.
- Ensure students meet individual departmental guidelines and monitor RA/TA days/hours owed to department.
- Maintain all departmental/student relationship, and in cooperation with the PhD programme office, ensure PhD students have access to support and resources as required to enable the most effective learning experience.

People Management

- Lead and motivate a team of faculty assistants to deliver the operational plans within subject area.
- 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.

KPIs:

- Delivery of high-quality service in subject area.
 - 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.

Knowledge/Qualifications/Skills/Experience required	
	<ul style="list-style-type: none"> • Bachelor's degree or equivalent experience. • Professional qualification or equivalent experience. • 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. • Ability to prioritise and focus on material issues. • Successful experience managing, developing & motivating a team. • In-depth knowledge of business education/specialist area. • Excellent analytical and problem solving skills. • Experience in effectively managing external suppliers/contractors. • Financial management experience and commercial acumen.

Staff	3
Budgets	SA Budget, 150 k Approx
Date Updated	25/02/2021