

# JOB DESCRIPTION

<b>Job Title</b>	<b>Programme Manager, Masters in Finance</b>		
<b>Reports to</b>	<b>Senior Programme Manager, Masters in Finance</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

The Degree Programmes and Career Services teams play a vital role in the success of London Business School and our emphasis on thought leadership. We are responsible for designing, promoting and delivering the School's portfolio of degree programmes and career services, including MBAs (full-time and Executive), Masters in Finance (Full- Time and Part-Time), Masters in Management, Global Masters in Management, Masters in Financial Analysis and Sloan Fellowship, across London, Dubai, New York and Hong Kong. These are world class global programmes which must also be financially viable.

Our Masters in Finance programme is the world's #1 ranked MiF programme by the Financial Times. This challenging and practical specialist masters programme runs in two formats; a 7-year full-time programme or a 2-year part-time programme. The programme is designed for mid-career professionals who wish to advance their career in finance, change their role within the finance area, or deepen their existing finance knowledge.

## Job Purpose

To contribute to a high quality and rigorous experience for our students and to help the School and faculty deliver high quality teaching by providing an accurate, reliable, timely, responsive and innovative service. To ensure a consistently high level of working with all stakeholders including colleagues, industry contacts, current students and alumni.

To have responsibility for the full-time cohorts of the Masters in Finance programme. Working as one of two Programme Managers (the other looking after the part-time programme), and supported by one administrator, the role will assist the Executive Director, Programme Director and Senior Programme Manager in the overall direction and development of aspects of the programme.

Due to the nature of our programmes, the role requires some out of hours working in evenings and weekends. Time off in lieu is given for these hours.

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

### Key areas of accountability:

#### **Planning**

- Contribute to the development of operational plans for the area, providing information to enable efficient and effective planning that meets area/departmental objectives.

#### **Learning Delivery**

- Plan and deliver a range of programmes/learning events in accordance with well-defined processes, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure the successful delivery of learning programmes.
- May provide specialist expertise to inform the design of learning activities/programmes and the development of learning resources in line with current thought leadership and best practice.
- Monitor the completion of standard processes and activities to ensure regulatory compliance.
- Monitor the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.
- Support the delivery of new programme initiatives as delegated by the Senior Programme Manager and Programme Director

#### **Student/Participant Experience**

- Manage the efficient and timely distribution of information to students selecting the most effective form of communications.
- Understand individual learner needs and maintain a sound understanding of London Business School offerings, providing individual guidance and support to enable students to meet their needs and optimise their use of School resources.
- Be the first point of contact for all full-time students, ensuring a timely response and appropriate actions are taken or developed in order to deliver an optimal student experience

- Lead on all presentation briefings for full-time students on topics such as learning journey and elective options.
- Maintain a sound understanding of London Business School's academic processes and offerings to support individual learning and course choice.
- Build a professional, supportive relationship with students and maintain a sound understanding of pastoral care policies and resources in order to provide pastoral support and support academic progression.
- Facilitate the appointment of and work with Student Reps to support the student body. Work with the Programme Director to respond to feedback from Reps and action/escalate as appropriate.

### **Scheduling/Resource Management**

- Liaise within and across teams to understand cross team/stakeholder scheduling and timetabling requirements and co-ordinate the efficient planning of schedules accordingly.

### **Analysis and Reporting**

- Create and maintain monitoring mechanisms for key performance indicators, e.g. quality, impact and/or cost of learning interventions, undertaking research as required to gather information against quality standards.
- Undertake data analysis, developing recommendations to inform planning and decision making to create a more effective student/participant experience.

### **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, sharing of intelligence, identifying new opportunities and the development of high-impact learning experiences.
- Assist the other Programme Manager 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.

### **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.

### **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.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

### **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 co-ordination 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.

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

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- 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.
- Budget management experience.

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	<b>January 2023</b>