

JOB DESCRIPTION

Job Title	Senior Programme Manager, Planning and Operations, EMBA London		
Reports to	Director, EMBA Programmes		
Department	Leadership Programmes, Degree Education and Career Centre		
Job Family	Learning – Programme Management	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

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 years of work experience. Each intake is highly diverse in terms of nationality and geography, around 30% of London EMBA students 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 designing, planning and delivering outstanding operations and impactful events across our EMBA programmes.
- Develop, lead and motivate the EMBA Planning and Operations team, which consists of one Programme Manager and one Administrator (fixed term).
- Work closely with the EMBA Student Experience Team to ensure a seamless programme experience for all EMBA students. Maintain strong relationships and high levels of collaboration with peers in Dubai and the London leadership team, as well as key colleagues in central teams and other programme offices.
- Lead on EMBA Leadership Skills, working with external providers to ensure that the outcome is high quality, impactful learning opportunities for EMBA students, delivered within budget.
- Work closely with the Programme Director in the development of the programme and implementation of enhancements and new initiatives.
- Take part in cross-programme activities that support the overall objectives of the department and School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, working with colleagues across the school, manage operational plans in EMBA and across Leadership programmes enable successful implementation by prioritising and aligning planned activities.
- 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 on the 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.

- Work closely with departments across the School and external suppliers, to ensure high quality services are consistently delivered and to actively find solutions to issues as they arise and implement improvements where possible.
- Work with faculty, subject areas and students to ensure that faculty have a strong understanding of the expectations of their students. Lead the review and evaluation of relevant learning provision, programmes and activities to ensure that learning delivery remains at the forefront of business education.
- Keep up-to-date with external thinking in your area, developing and adapting innovative practice to continuously improve effective programme delivery and learning experiences within London Business School.
- Oversee and monitor programmes to ensure compliance with internal processes, regulations, and relevant external bodies. Work closely with Director, EMBA Programmes to ensure that processes and regulations are aligned and to manage issues expediently where they are not.
- Work with the Director, EMBA Programmes, Central Services and other Senior Programme Managers to agree and implement the Elective portfolio for EMBA London and Dubai. Ensure that the teams are kept abreast of developments; that all necessary information is communicated clearly and at the appropriate time for students. Ensure that students are well supported during selection, bidding and add/drop rounds.
- Oversee the Lifelong Learning Programme for Leadership alumni and the International Exchange Programme for EMBAAs.

Student/Participant Experience

- Oversee the co-ordination of a world-class learning experience for EMBA students, faculty and other stakeholders.
- Deliver high-touch, high-profile Orientation and Capstone events that are well planned, well-led and well-evaluated by the students.
- Lead on the design and 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 lead 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 the Programme Directors in London and Dubai, faculty and stakeholders.

Scheduling and Resource Management

- Ensure that all scheduling and timetabling activity is efficiently managed, liaising across teams to ensure that all needs are met effectively. Work with Central Services and faculty to ensure that timetables best support learning requirements.
- Lead the planning process for the delivery of non-academic programme components, in particular, the Leadership Skills Programme, co-ordinating and managing the team and external contributors to ensure high quality events and learning activities are delivered within budget and to quality standards and targets.

- Lead on the planning of the electives roll-out for EMBA London and Dubai, working with PDs and peers to plan the timetable and allocate spaces taking into account the complex needs of working professionals across the two campuses.
- Provide support/guidance to faculty and colleagues, ensuring the timely provision of information and resources that enables high-quality teaching. Ensure that feedback given by faculty and academic reps is collated and fed into future planning.

Analysis and Reporting

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future learning /programme management/customer experience initiatives.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.
- Ensure that EMBA is compliant with all required visa processes.

Supplier/Contractor Management

- Work with key stakeholders to ensure that all operational aspects EMBA (hotels/catering/events/communications/technology) reflect the premium nature of the programmes.
- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take any necessary action based on feedback and escalate issue resolution when required.

Industry 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. Understand, and be able to communicate, information related to the EMBA rankings to students and other stakeholders as required.

Collaboration and Stakeholder Management

- Represent the EMBA Team and build effective relationships with centralised School departments such as Central Services, Campus Services, Central Operations, EdTech, Digital Learning and Accounts to ensure seamless service delivery to students and faculty.
- Actively represent EMBA, and, where necessary, Leadership Programmes on designated panels and committees such as Operations Group.
- Actively engage in Admissions and Recruitment activity where required.

Financial Management

- Support the Director, EMBA Programmes in forecasting and managing budgets and fee payment.
- Provide oversight and direction to team regarding budgetary responsibilities and ensuring value for money.
- Ensure EMBA is compliant in all procurement processes.

People Management

- Assist the Programme Director in translating the DECC vision in to a meaningful purpose for the team and inspire them to achieve it.
- Set and develop appropriate culture for the team, through role-modelling the School's values, setting behavioural expectations and supporting team wellbeing. Ensure team are aware of and comply with all relevant policies and procedures.

- Define and communicate the team's priorities and workload, in line with the wider Departmental priorities and team job roles. Manage performance to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals.
- Role model, encourage and enable collaboration across the team(s) and with partner schools, to ensure high levels of engagement and collective achievement of goals.
- Support team members to identify development needs, develop and implement a L&D plan for team and create/promote learning opportunities to enable good performance and impact in current role and appropriate career progression.

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.
- Role model and foster an innovative approach in the team and ensure that ideas are recognised, recorded, discussed, and where appropriate, implemented.

Additional Responsibilities

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

KPIs:

- Delivery of high-quality service in EMBA.
- 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 academic and 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.
- Highly engaged and motivated team demonstrated through engagement and retention levels and excellent performance.
- Team feedback on clarity of purpose and focus, behavioural and performance expectations, guidance, development and career support.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- In-depth knowledge of business education and/or executive audiences.
- Successful experience managing, developing & motivating a team.
- High degree of motivation, energy and resilience; ability to work under pressure and maintain an excellent standard of professionalism.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant project/programme management experience with advanced planning skills.
- Ability to prioritise and focus on material issues.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.
- Strong ability to influence and persuade, and willingness to take a firm, but supportive stance with stakeholders when needed.
- Must be willing to work on some weekends and evenings as required.
- Must be willing and able to travel to Dubai, and other locations, when required.

Resources including team management

- Programme team: Programme Manager and Programme Administrator
- Some budget management

Staff	
Budgets	
Date Updated	