

# JOB DESCRIPTION

<b>Job Title</b>	<b>MBA Programme Director</b>		
<b>Reports to</b>	<b>Executive Director, Programmes and Student Experience</b>		
<b>Department</b>	<b>Degree Education and Career Centre</b>		
<b>Job Family</b>	<b>Learning</b>	<b>Level</b>	<b>5</b>

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 department plays a vital role in the success of London Business School. We are responsible for designing, promoting and delivering the School's portfolio of twelve Masters degree programmes in London, Dubai, New York and Hong Kong. Delivering world-class global programmes is at the heart of what we do, whilst ensuring that we maintain a commercial perspective.

As a department, we play a critical role in attracting exceptional candidates from all over the world. In addition, both when our students embark on their learning journey and when they become alumni, the Career Centre team, liaising closely with employers, works hand in hand to help them secure internship and full-time positions, and continues helping them make educated career choices.

Ranked among the best in the world, our Masters Degree programmes shape individuals into global business leaders. Our programme portfolio consists of 12 programmes: Masters in Management, Global Masters in Management, Masters in Financial Analysis, Masters in Analytics and Management, Master in Finance Full-time and Part-time programmes, MBA, Executive MBA London and Dubai Programmes, EMBA-Global Americas and Europe (partnership with Columbia

Business School) and EMBA-Global Asia (Partnership with Columbia Business School and University of Hong Kong).

Every year we recruit approximately 1,500+ students from all over the world, and at any given moment we have more than 2,500 students. Our students study in London, Dubai, New York and Hong Kong.

## Job Purpose

This senior general management position has responsibility for the delivery of the MBA Programme to over 975 full-time students along with an additional 200 students via our global partnership arrangements. The role involves leading the programme management team and working closely with a large number of faculty along with a broad range of additional stakeholders to ensure seamless delivery of a high quality programme experience to a diverse and demanding student body.

Reporting to the Executive Director, Programmes and Student Experience the post will be responsible for directing the MBA through programme experience delivery, seeking continuous improvement and establishing strong links with the external business community and alumni.

The MBA is the largest programme in our Degree Education portfolio and is consistently ranked as one of the top MBAs in the world by a variety of rankings publications. We are passionate about what we do and are committed to maintaining our premium position.

As such, the MBA Programme Director will play an essential role in implementing continuous programme improvements and is therefore critical in supporting and enhancing the School's overall reputation and in ensuring the soundness of its financial position.

This position plays a key role in representing Degree Education within and outside the School.

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

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

#### **Strategy and Planning**

- Develop insights to inform and contribute to the on-going implementation of strategies to ensure the MBA's position as one of the leading programmes in the world
- Develop the long-term strategy for the MBA Programme
- Develop and lead the implementation of plans for the department to support the achievement of wider departmental/organisational goals
- Annual review of all programme aspects and action plans in place to achieve continuous quality improvements
- Lead the development of Key Performance Indicators to enable the assessment of the quality and impact of learning interventions.

#### **Design and Delivery**

- Keep up-to-date with thought leadership and innovation within the field ensuring the incorporation of leading thinking and technologies into programme elements and learning design.
- Active engagement in curriculum development and chairing of the MBA Curriculum Committee
- Lead on-going programme review implementation in conjunction with internal and external stakeholders
- Outstanding delivery of all components of the programme experience whilst maintaining a holistic approach
- Oversee learning needs analysis activity and development of programme learning objectives, ensuring that findings inform programme design and are communicated effectively to relevant stakeholders.
- Identify and oversee the delivery of new content or programme elements, working with faculty to ensure the integration of the most effective learning technologies, activities, and teaching methods to maximise student learning in alignment with strategic aims, impact objectives and student needs.
- Champion best practice learning, ensuring that this is applied consistently, explicitly, and powerfully across all programme elements to continuously improve learning impact.
- Lead on broader planning and oversight of operational programme management for a portfolio of learning and programme elements ensuring investment in high-impact and high value interventions.
- Accountable for compliance with all relevant procedures/regulations/quality assurance.

### **Impact Assessment, Reporting and Rankings**

- Compliance for all quality assurance and accreditation requirements on behalf of the School in relation to the MBA programme
- Analyse existing and commission new reports and wider data sets to establish themes and trends and use this insight to inform decision making regarding current and future learning interventions and programmes.
- Lead evaluation activity to assess the success of learning interventions against KPIs and overall departmental objectives to ensure the continuous improvement of programme design, delivery, and materials.
- Ensure that the quality and competitiveness of learning interventions are benchmarked against the world's leading business schools.
- Implement the MBA Rankings Strategy with the Executive Director, Dean's Office, Career Centre and Advancement.

### **Business and Brand Development**

- Partner closely with the Marketing, Recruitment and Admission and Career Centre teams to position London Business School's MBA programme as the obvious choice for the best students, that the best employers want to hire from.
- Work closely with Recruitment and Admissions and Career Centre to ensure effective on-boarding and that expectations are set and managed.
- Work with the Press Office to maximise press coverage for the MBA. Active participation is MBA-related press queries.
- Support development activities, ensuring that learning opportunities are accurately and compellingly communicated to the market, to help to meet sales, quality and engagement targets.
- Champion learning solutions from your own area in order to contribute to the reputation of London Business School and the recruitment of students, participants and clients.

## **Collaboration and Relationship Management**

- Collaborate with faculty, colleagues (Advancement, Career Centre, Recruitment and Admissions, Marketing) and other relevant stakeholders to identify cross-department opportunities and ensure that learning experiences across the School are inspirational, innovative, underpinned by leading, evidence based research and involve the right contributors at the right times.
- Form strong relationships with and effective support of faculty members, including those that teach on the MBA programme
- Take the lead on and represent the department in cross-departmental initiatives, both internal and external, to enable London Business School to better meet its strategic goals.
- Accountable for relationship management, commercial arrangements and quality assurance of external suppliers/contractors.

## **Financial Management**

- Contribute to the development of budgets for the department.
- Lead the control of relevant budgets to ensure well planned, value for money and cost control.

## **People Management**

- Define and communicate the team's priorities and workload, in line with the wider Departmental priorities and team job roles.
- Manage performance/achievement/engagement to ensure that the team achieves individual priorities and collaborates with colleagues to achieve wider goals

## **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.

### **KPIs:**

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Successful learning interventions achieving Key Performance Indicators.
- Contribution to continuous improvement in School rankings.
- Trusted adviser relationships developed with clients and stakeholders.
- Robust learning experience evaluation processes in place.
- Contribution to the development and delivery of market leading solutions and initiatives.
- Excellent student, colleague and stakeholder feedback.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to revenue and/or engagement targets.
- High-quality work delivered by contractors.
- Projects/programmes delivered on time, on budget and to quality standards.
- Contribution to cross-School initiatives.
- Accurate budgets developed, no overspend and value for money demonstrated

## Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience (A higher education degree is desirable).
- Professional qualification or equivalent experience.
- Excellent communication and influencing skills, with the ability to negotiate and collaborate.
- Experience of managing multiple key internal and external stakeholders at all levels.
- Deep knowledge of learning design and delivery principles, theory and practice. Substantial general management experience in senior capacity either in a corporate setting or management education
- Demonstrable leadership and team management experience
- Project or change management experience in leading and implementing complex business change solutions. Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Financial management skills and commercial acumen.
- Strong previous degree education programme management experience
- An understanding of and network from the Business School and/or Higher Education industry is desirable.
- Awareness of competitor Business Schools and their MBA Programmes is also desirable

<b>Staff</b>	<b>16</b>
<b>Budgets</b>	<b>2.4m operating budget</b>
<b>Date Updated</b>	<b>May 2020</b>