

JOB DESCRIPTION

Job Title	Senior Manager, Global Experiences		
Reports to	Associate Director, Global Experiences		
Department	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 contributes to the School vision by:

- Attracting and selecting talent from around the world
- Creating an environment in which students can learn and faculty can teach
- Maximizing student and alumni career opportunities through developing their career skills and engaging with employers.

We want to create an exceptional learning environment for a global, cross-generational community of intellectually curious, critical thinkers.

Degree Education and Career Centre 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 portfolio represents over 50% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times.



Job Purpose

Increasing its presence and relationships within and outside the UK is a key priority for the LBS as a global business school. This position will support and help lead the Global Experiences team to provide quality applied and integrative learning experiences to students, and will contribute to the planning, execution and review of a portfolio of global experiential programmes (Global Business Experiences, Global Business Assignments and Global Immersion Field Trips, among others). This portfolio will be fully integrated and aligned with the School's Mission and will drive many of the School's major experiential learning initiatives.

The post holder will report to the Associate Director, Global Experiences and will be responsible for leading the development and delivery of a range of mainly global programmes, working closely with other members of the Global Experiences team, the Programme Offices of the relevant degree programmes, the faculty, the Advancement team, and other internal and external stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for your designated portfolio, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in own area and 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 delivery of a portfolio of global programmes, co-ordinating/managing resources to ensure successful learning outcomes within budget and to quality standards and targets.
- Oversee the production of programme/ course information, learning resources, materials and guides, ensuring the production of high-quality and high-impact.
- Lead the review and evaluation of designated programmes to ensure that learning delivery remains at the forefront of business education.
- Keep up-to-date with external thinking within global business and experiential learning, developing and adapting innovative practice to continuously improve effective programme delivery and learning experiences within London Business School.

Student/Participant Experience

- Oversee the co-ordination and delivery of a world-class learning experience for stakeholders.
- Ensure that students/ participants have access to support and resources as required to enable the most effective learning experience.
- Design and lead feedback activities which contribute to learning enhancements and the continuous improvement of student/ participant / stakeholder experiences.

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.
- Provide support/guidance to faculty and colleagues within area, ensuring the timely provision of information and resources that enables high-quality teaching.

Analysis and Reporting

- Manage or commission data collation and analysis, probe and use findings to develop further insights to inform decisions on future programmes.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Supplier/Contractor Management

- 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.

Collaboration and Stakeholder Management

- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best learning/ programme/ customer experience outcomes.

Financial Management

- Oversee the co-ordination of financial planning and reporting for designated portfolio, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- Carry responsibility for developing and meeting annual budget targets for designated portfolio, fulfilling financial management requirements and ensuring the effective use of financial resources to produce value for money.

People Management

- Ensure direct report understands link between their role/ contribution and wider team/Department purpose.
- Role model the School's culture and values, set behavioural expectations and support employee wellbeing. Ensure team member is aware of and complies with all relevant policies and procedures.
- Set individual priorities, and review/ provide feedback/ support on performance/ impact/ progress to ensure that the individual achieves own and contributes effectively to wider goals.
- Role model collaboration within team and with other related teams to support the collective achievement of objectives.
- Support team member in identifying learning needs and identify/ 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.

KPIs:

- Delivery of high-quality service in designated portfolio.
- Quality of recommendations and input into wider strategic and operational planning.
- Development of solutions and improvements to complex problems within own portfolio.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to the successful delivery of global programmes.
- Effective resource management and quality/ timeliness of support provided to faculty/colleagues.
- High-quality work delivered by third-party contractors and agencies.
- 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

- 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 staff.
- Strong understanding of approaches to the successful delivery of world-class educational experiences, ideally at higher education level and with focus on applied/ experiential learning.
- Strong familiarity with and understanding of global business issues.
- Excellent analytical and problem solving skills.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.