

JOB DESCRIPTION

Job Title	Operational Delivery Assistant		
Reports to	Operational Delivery Manager		
Department	Central Services, Degree Education		
Job Family	Business Services	Level	2

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
- Maximising student and alumni career opportunities through developing their career skills and engaging with employers.

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

Degree Education and Career Centre (DE&CC) is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes. Programmes include 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 the University of Hong Kong Business School), the Sloan Masters in Leadership and Strategy, the Masters in Finance (fulltime and part-time), the Masters in Management (MiM) and the Global MiM, Masters in Analytics

and Management (MaM) and the Masters in Financial Analysis (MFA). The degree portfolio represents over 60% of the School's revenue. A number of programmes are ranked in the top 10 by the Financial Times.

Central Services is constituted of the following core functions: Assessment, Operational Delivery and Wellbeing Services.

Central Services is primarily a team of system and compliance experts, working across all degree programmes. It is responsible for managing these functional areas:

- Academic scheduling and timetabling;
- Student elective enrolment;
- Assessment (grading, exams, moderation and external review, Boards of Examiners and degree certificates);
- Faculty services (course evaluations & fixed seating); and
- Student wellbeing (disability support and counselling).

In addition, the department supports the School's objective to improve operational efficiencies by leading a number of DE&CC system and process change projects.

Job Purpose

This position is in Central Services in Degree Education and Career Centre (DECC). The position provides operational and planning support for the successful delivery of teaching and learning. This includes timetabling, management of course evaluations and fixed seating, and some project support. The post-holder will work collaboratively with: programme offices; faculty and staff from Subject Areas; Research and Faculty Office (RFO), Career Centre; and Space Management.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Manage shared team inboxes and respond to queries.
- Schedule skills, language courses, career activities and PHD programme.
- Manage the course evaluation and seating chart processes.
- Develop a thorough understanding of all degree programmes, elective courses and centralised administrative processes within Degree Education & Career Centre.

- Provide support to colleagues within and outside the team as and when opportunities arise, promoting collaboration across the School.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Ensure information regarding courses, faculty information, space and all other course admin information is always up to date and accurate.
- Collate information in order to produce logs and reports that are used to support decision making within the school.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. research, external benchmarking) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Process Improvement

- Proactively review relevant processes and systems within own area of work and implement improvements.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality communications, logs and spreadsheets.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in our systems and databases.
- Development of relationships within and outside the team, and positive feedback from colleagues and managers.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.
- Demonstration of ongoing learning and development, especially in project management, analysis, report writing and stakeholder management.

Knowledge/Qualifications/Skills/Experience required

- Graduate preferred
- Ability to write effective email communications, how to guides, minutes and reports.
- Ability to interpret and apply guidelines to specific activities with decisiveness.
- Proven ability to handle large amounts of data with meticulous attention to detail.
- Minimum intermediate level of skill with Excel; advanced level is an advantage.
- Experience of scheduling / timetabling an advantage.
- Experience of managing surveys an advantage.
- Experience using databases to report and manage data.
- Team working and collaboration skills.
- Time management skills, able to independently organise and prioritise.
- Interpersonal skills with ability to manage a large range of stakeholders.
- Experience supporting and managing projects.

Resources including team management

Staff	
Budgets	
Date Updated	