

JOB DESCRIPTION

Job Title	Senior Manager – Programme Management & Development		
Reports to	Programme Director, MBA		
Department	Degree Education and Career Centre		
Job Family	Learning	Level	4

About the School

At London Business School we have a profound impact on the way the world does business. 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 mind set. 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 Office 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) and the Masters in Management. The Education portfolio represents over 50% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

Job Purpose

The purpose of this post is to lead as part of the Senior Management team in the delivery of the MBA Programme, ensuring high satisfaction throughout the student journey with successful collaboration with stakeholders.

The post is required to ensure that all the student-related programme management and operational activities are delivered to a high standard, in a timely and efficient manner. Working collaboratively with the Senior Managers in the day-to-day delivery of the MBA and in creating a cohesive alignment between the first and second year of the Programme. The post holder will work with the Senior Management team to build a cohesive team and to model the School's culture and values, set behavioural expectations and support employee wellbeing. In addition, the post holder will also assist the Programme Director in the development of the programme and deputise when required.

The post will be responsible for and lead on various MBA programme elements and continuous improvements including: programme regulations & compliance, Chair of School Extenuating Circumstances Panel, data analysis and reporting, rankings, team L&D management and oversight of programme strategic events (including Orientation).

We are passionate about continuing to run one of the top MBA programmes in the world, as such the post holder plays an essential role in supporting and enhancing the School's reputation. The post holder is therefore required to ensure that all activities are delivered to a high standard, in a timely and efficient manner.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Programme Strategy/Management/Planning

- To work with the MBA Programme Director in leading on reviewing, recommending and implementing changes to the non-academic content of the programme. To contribute, where appropriate, to the review of academic content of the programme.
- 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.
- To work with the Programme Director in developing the overall programme experience for students that encourages positive engagement with the Programme Office, the School brand and the wider school community.

- Work closely with Senior Management Team to collate feedback from the various programme elements to create a cohesive assessment and strategy in order to maintain overall programme quality and improvements.
- Undertake data analysis, developing recommendations to inform planning and decision making to create a more effective student/participant experience. Then lead the development of programme components that form essential keystones of the student journey, with a particular focus on Orientation as well as the transition to the alumni community.
- Working with the Director in the implementation and review of programme enhancements as mandated by the MBA Curriculum Committee, or through the regular review of the programme and incremental improvements.
- Manage data collation and analysis, probe and use findings to develop further insights and inform programme decision on future programme elements and rankings strategy. Develop recommendations to inform the continuous improvement of the programme. Involvement in data collection in relation to programme rankings.
- 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.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision making.
- Membership on the MBA Curriculum Committee.

Quality Assurance and Compliance

- To act as Chair of the Extenuating Circumstances (EC) Panel on behalf of the School, ensuring appropriate and consistent application of the Schools regulations and management of student submissions to the panel.
- To work with the Head of Quality Assurance and DECC Programme Directors to ensure relevant policies are updated and fit for purpose in the management of the EC processes. Ensure that the wider stakeholder community is informed and updated regarding EC policies.
- Monitor the completion of standard processes and activities to ensure regulatory compliance.

- Oversee the revision of the programme regulations, policies and procedures to ensure that they align with the School regulations as well as the Higher Education sector.

Strategic Events (including Orientation)

- Oversee design and delivery of high-quality programme events to ensure that the content and delivery are aligned to the wider programme strategy, message and goals.
- Successfully oversee delivery of Orientation, the high profile welcome event and programme of associated activities;
- Development - Review student and staff feedback annually to respond to changing needs and priorities for the events. Ensure key stakeholders are consulted and any significant changes to the programme are submitted to the programme Curriculum Committee for approval.
- Delivery - Working with the Programme Experience Manager to ensure the successful delivery of high profile events, engaging key groups of stakeholders throughout the process and event. Ensure activities are delivered to budget.
- Communication - Ensure a clear strategy for the delivery of information to students is in place so support the class in engaging with this activity throughout their second year.
- Student Experience - Review student feedback and engage students in any review of the content and delivery of Orientation and other events.

Learning Delivery

- Leadership of our stakeholder management within the DECC and the wider school community, ensuring relevant teams remain updated on advancements to the programme and are able to support the MBA students and faculty to the highest level. This may include but will not be limited to: Advancement, Central Services and Operations, Subject Area Offices, etc.
- Create policy documents, course information and/or best practice guides, liaising across teams to gather data and ensuring that guidance and regulations are kept up-to-date and contribute to the delivery of high-quality learning interventions.
- Monitor the development of new techniques, technology and trends in own area and use insights to suggest new ways of working.

Student/Participant Experience

- To ensure compliance with, and appropriate application of, national, (e.g. UKVI) school (e.g. academic regulations) and programme policies and regulations. Implementing regular reviews for such policies and regulations and/or their application to ensure that the student experience is not limited unnecessarily and managing the Programme Office team in their communications about student requirements.
- Leading the effective investigation of complaints or incidents of misconduct, ensuring School and Programme policies are complied with and all reporting and outcome procedures are followed, deputising where necessary for the Programme Director.
- Leading on reporting and data management as it relates to the student experience, ensuring that all opportunities to develop and enhance the student experience are fully explored and implemented where possible and reasonable.
- Leading on the development and implementation of processes related to the student journey (in close collaboration with the SM - Student Experience) including student interruption, withdrawals, etc.
- Ensuring effective, open and proactive engagement with the student body, and where appropriate applicants, admits and alumni to facilitate dialogue, partnership and enhancement of the experience and delivery of the programme

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.
- Provide specialist information and guidance across School departments as necessary to inform other programmes of work.

Financial Management

- Ongoing tracking and management of the MBA Programme Office budgets, ensuring all staff are aware of their responsibilities in the execution of the budget plans and reporting on a regular basis to the Director.
- Working with the Director to complete the quarterly forecasts and annual budget management and build exercises.
- 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.

People/Team Management

- In collaboration with the Senior Management team, lead on the management and the development of the Programme Office team, ensuring the nurturing of talent within the team, supporting progression and development and developing a team-based, collaborative working environment. Lead on team L&D plan.
- Work with HR Business Partner to ensure the timely and appropriate recruitment of staff, their induction and orientation to the programme and school and maintenance of service standards during transitions.
- In collaboration with the Senior Management team, manage the team resources to ensure appropriate allocations to support the service goals, changes to the programme and related activities and staff development opportunities.
- Development of key relationships in relation to the staff team, including but not limited to Human Resources, Central Services, and other Programme Offices to ensure the provision of feedback and the sharing of best practice.
- Directly manage Programme Delivery Manager and with Senior Management team oversee the line management responsibilities of the 6 programme administrators. 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 follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality service in own area of specialism.

- 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 management decision-making.
- Contribution to the successful delivery of the MBA programme.
- 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.
- Engagement, retention and performance levels of direct report.
- Achievement of team targets.
- Evidence of cross-team collaboration.
- 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.
- Experience in higher education, preferably graduate management or business school
- 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, developing & motivating a diverse team.
- Excellent analytical and problem solving skills.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.
- Experience of coaching and mentoring less experienced members of a team.
- Experience of assigning, monitoring and reviewing the work of others.

Staff	12 staff (12xFT)
Budgets	Responsible for management of operating budget of areas of responsibility and monitoring overall MBA budget
Date Updated	08 Sept 2020