

# JOB DESCRIPTION

<b>Job Title</b>	<b>Operational Delivery Manager</b>		
<b>Reports to</b>	<b>Senior Manager, Operational Delivery</b>		
<b>Department</b>	<b>Central Services, Degree Education and Career Centre</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</b>

## 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 works within Central Services supporting the cross-programme planning for degree education, as well as timetabling and scheduling of the curriculum. The post-holder will work collaboratively with programme teams; faculty and staff from Subject Areas; and other School departments, including the Space Planning and Management Team (SPMT) and Executive Education.

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

### Key areas of accountability:

#### **Delivery and Support**

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.

- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

### **Analysis and Reporting**

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

### **Compliance**

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

### **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

### **Project Management**

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

### **Process Improvement**

- 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.

### **People Management**

- Role model the School's culture and values, set behavioural expectations and support employee wellbeing.
- Role model collaboration within team and with other related teams to support the collective achievement of objectives.
- Achievement of team targets.
- Evidence of cross-team collaboration

### **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 area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

#### **Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree and/or equivalent experience in a related area.
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using CMIS, or other scheduling software to manage resources, analyse and report on data.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Experience managing a wide range of stakeholders.
- Ability to identify process improvements
- Proven commitment to self-development

#### **Resources including team management**

- No line management at this time, but potential line management responsibilities in the future.

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	