

JOB DESCRIPTION

Job Title	Operations Manager, Recruitment & Admissions, Full Time MBA		
Reports to	Senior Recruitment and Admissions Manager, Full-time MBA Programme		
Department	Degree Education and Career Centre		
Job Family	Relationship	Level	3

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 customized 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

London Business School is a top global business school. We operate in a fast moving, highly competitive international marketplace.

The Degree Programmes portfolio represents over 50% of London Business School's revenues. We have several programmes ranked highly in the Financial Times and Business Week business education rankings. The department also plays an essential role in supporting the School's brand and reputation.

Recruitment and Admissions are a group of over 50 individuals tasked with all aspects of the customer sales and selection experience from enquiry to enrolment. The MBA Admissions Team is part of this group and is responsible for recruiting and converting world-class MBA candidates from around the world. The MBA programme is often described as the School's flagship programme.

The MBA Recruitment & Admissions Team is a busy and demanding place to work. The working environment is highly collaborative, and the successful candidate will demonstrate a capacity to work effectively as part of a team, have a sense of urgency and the ability to adapt. All members of the office are also encouraged and expected to take the lead in their areas of responsibility and to contribute elsewhere in the office and school as appropriate.

The MBA has revenue targets of c£50 million per year and recruits c500 students annually. Classes are made up of c70 nationalities, typically selected from 3000+ applicants, from 90+ countries.

Job Purpose

The Operations Manager position is key to the wider MBA Admissions team. The main purpose of the role is to manage admissions operations for the full-time MBA programme, including the entire application operations process of c3,000 applicants per year. This will include managing the processing and progression of candidate applications, advising and guiding candidates through the admissions process, and other crucial operations in the MBA Recruitment and Admissions Team.

The postholder is a key user of the team's CRM, CAS and UKVI SMS visa systems, and key liaison between the MBA R&A Team and internal stakeholders – Accounts, Visas and Programme Office.

The postholder is also part of the team's overall objective to build relationships with candidates to select the highest quality class from the applicant pool and persuade the very best candidates to come to London Business School. All this is done in the context of stretching revenue and volume targets.

Key Areas of Accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Admissions Process Management

- Management of the entire MBA application process, including management of all applications (approx. 3,000 applications a year) in CRM system, decisions communications and other group engagement communications.
- Oversight of virtual filing system.
- Management of candidate visa process, including liaison with School's Visa Compliance Team.
- Management of candidate fee payment process, including liaison with School's Accounts Team.
- Management of online video platform (KiraTalent).
- Provide support for all Regional Managers in relation to the application journey.
- Contribute to the management of the Waitlist process if required.

Line Management

- Line management of two Recruitment & Admissions Administrators.
- Ensure direct reports understand link between their role/contribution and wider team/Department purpose.
- Ensure team members are aware of and complies with all relevant policies and procedures.
- Support team members in identifying learning needs and identify/promote learning opportunities, to enable good performance and impact in current role and appropriate career progression.

Analysis/Statistics

- Statistical analysis of applicant pool, incoming class and general reporting to Senior Management Team.
- Support to the Regional Managers with data reporting and advice if required.
- Handover of final class data to Programme Management Team in July.

Applications Selection

- Read and select MBA applications in line with class targets and School requirements. Membership of 'Admissions Committee'.

Process Improvement

- Monitor business processes for own team, plan and carry out regular reviews to identify opportunities for service improvement in light of changing customer/stakeholder needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Conversion Activities

- Co-lead our main on campus yield events (from planning to delivery) – flagship conversion/on-boarding events.
- Assist with operational support at other yield events on campus.
- Work closely with the rest of the team to execute all events to high standards and on budget.

Recruitment

- Identify and build relationships with prospective candidates to achieve engagement targets, ensuring they are aligned with the School's strategic objectives and values.
- Optional opportunities to attend and present at on campus recruitment events in front of large audiences.

Other duties:

- If required, support Senior Manager and deputize for them at various Recruitment & Admissions meetings.
- Any other duties as delegated by the Senior Manager, Recruitment and Admissions or Admissions Director.
- Participate in the department's Operations Group Meetings, liaise with R&A Analytics Team and IT and report on any changes required to the team.
- Liaise with colleagues in similar roles across the different Admissions teams.
- Any other operational support as required.

Change Management

- Champion change by role modelling the behavior expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- All aspects of job delivered on time, on budget and to quality standards.
- Successful management of Recruitment & Admissions Administrators, ensuring they are motivated and delivering.
- Post-holder actively contributes to the overall objectives of the Recruitment & Admissions Team and has an open co-operative attitude to working with colleagues in the department and elsewhere across the School.

- Development of relationships with current and prospective clients and stakeholders.
- Production of high-quality reports, with the identification of trends and issues.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements in processes and procedures in own area.
- Delivery of high-quality service in own area of specialism.
- Excellent client and stakeholder experience.
- Identification of technological, and process advancements and innovations in own area.
- Development of relationships within and outside the team, and positive feedback from colleagues.

Knowledge, Qualifications and Skills Required

- Bachelor's degree or equivalent required.
- CRM – (MS Dynamics), database experience a plus.
- Strong interest in statistics, analysis and database management.
- An awareness of the business education market, including visa compliance preferred.
- Strong interest in delivering high-end services.
- International experience or outlook and understanding of cultural diversity.
- Excellent stakeholder engagement skills with experience of managing a large range of different stakeholders.
- Sound understanding of the wider School's offerings and the offerings of our competitors preferred,
- Strong analytical skills. IT literate and advanced in the use of databases and spreadsheets a plus.
- Proven organizational & project management skills with excellent forward-planning and time management ability.
- Line management experience preferred but not essential.
- Collaborative team player with experience working in a dynamic multi-service organization.
- Must be effective at managing the involvement of a number of key senior stakeholders in projects.
- Good negotiation/influencing skills.
- Good writing skills.

Resources including team management

Line management of two Recruitment and Admissions Administrators.

Staff	2x Administrators
Budgets	N/A
Date Updated	17/06/2022