

JOB DESCRIPTION

Job Title	Programme Administrator – MiM, GMiM & MAM		
Reports to	Programme Manager – MiM, GMiM & MAM		
Department	Degree Education and Career Centre		
Job Family	Learning – Programme Management	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

The Degree Education and Career Centre division is responsible for designing, promoting, recruiting for and delivering London Business School's portfolio of degree programmes spanning all career stages and includes;

- 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)
- Masters in Finance (full-time and part-time)
- Sloan Masters in Leadership and Strategy
- Masters in Management & Global Masters in Management
- Masters in Financial Analysis
- Masters in Analytics and Management

The Education portfolio represents over 60% of London Business School's revenues. The department also plays an essential role in supporting the School's brand and reputation.

Job Purpose

We're looking for a collaborative and organised Programme Administrator to

- Provide administrative support to our (G)MIM & MAM Programme Management team and stakeholders (students, faculty, teaching assistants, and colleagues).
- Provide exceptional service to our students and contribute to the delivery of a high-quality experience.
- Deliver and develop the degree programme.
- Generate ideas for continual improvement and innovation

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Administration

- Management of enquiries to the Programme Office Team Mailbox promptly ensuring that questions are addressed or escalated as appropriate to enable effective resolution.
- Production and management of student letters, name badges, business cards, etc.
- Maintenance of student files (hard copy and electronic) and database information.
- Creation of questionnaires and surveys for students; providing clear analysis of the results.
- Collation and logging of student feedback at key student meetings (stream manager meetings, programme office lunches, class rep meetings).
- Assisting with the management of attendance monitoring reports and attendance queries.
- Organising couriers and express mailings for the Programme Management Team.
- Management of Teaching Assistant contracts and office hours; building effective relationships with TAs.
- Organising the allocation of resources for stakeholders or programme elements to optimise the most effective use of resources.

Student Experience

- Act as first point of contact for MiM/GMiM/MAM students (eg face to face, phone, email) responding in a professional, approachable, and timely manner, to address queries or escalate as required to ensure effective resolution.
- Contribute to the development of the student experience through engaging and interacting with our students on a day to day basis, attending events and building effective working relationships with the students.
- Management of the course feedback and evaluation process.
- Assisting the Programme Manager with the delivery of the Business and Communication Skills courses; student allocations and communications, communication with facilitators, event bookings and set up, attendance monitoring, feedback management.

Communications

- Maintain clear and timely communications with students via email and Canvas, including managing specific Canvas pages.
- Create and publish the weekly newsletter.
- Assist the Programme Manager and contribute to the annual communications plan, including pre-programme bulletins, webinars, student briefings and presentations.
- Assist with the development and maintenance of the Canvas pages.

Events & Programme Elements

- Leading on the execution of some of the main Programme events (e.g. Welcome Fair, Student Rep Events, Study Group Events, Closing Day)
- Provide support for course delivery (e.g. London LAB, Integrated Modules) as required.
- Respond to student queries and provide administrative support for the delivery of the 4th Term (on campus and exchange programmes) as required.

Collaboration and Support

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student/participant/stakeholder experience.
- Provide support to colleagues within and outside of the team as and when opportunities arise, to promote collaborative working across the School.

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency and effectiveness.

KPIs:

- High-quality support service provided to customers, colleagues and stakeholders.
- Timely response to and resolution of enquiries, requests and issues.
- Timely availability of materials and supplies.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Undergraduate degree or equivalent
- Excellent written and verbal communication skills and the ability to address a variety of stakeholders.
- Excellent attention to detail.
- Sound working knowledge of standard IT packages, systems and/or databases including Microsoft programmes (Word, Excel, PowerPoint).
- Experience of a similar role – preferably gained in a Higher Education customer service environment or experience in a forward/client facing role.
- Proactive approach to relationship development with colleagues and stakeholders.
- Excellent time management skills with the ability to organise and prioritise.
- Self-motivated and able to work with very little supervision.
- Flexibility to take on new responsibilities.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.

Staff	
Budgets	
Date Updated	09/03/23