

JOB DESCRIPTION

Job Title	Administrator, Global Experiences		
Reports to	Manager, Global Experiences		
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

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 and faculty can teach
- Maximizing student and alumni career opportunities through developing their career skills and engaging with employers.

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

Degree Education and Career Centre 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), the Masters in Management and Global MiM (MiM) and the Masters in Financial Analysis (MFA). The degree portfolio represents over 50% of London Business School's revenues. A number of programmes are ranked in the top #10 by the Financial Times.

Job Purpose

Increasing its presence and relationships within and outside the UK is a key priority for the LBS as a global business school. This position supports the Global Experiences team to provide quality applied and integrative learning experiences to students, and will contribute operational and administrative support to the planning, execution and review of a portfolio of global experiential programmes (Global Business Experiences, Global Business Assignments and Global Immersion Field Trips, among others). This portfolio will be fully integrated and aligned with the School's Mission and will drive many of the School's major experiential learning initiatives.

The post holder will report to the Senior Manager, Global Experiences (Operations) and will be responsible for providing general administrative support to the Global Experiences team in the development and delivery of a range of mainly global programmes, working closely with other members of the Global Experiences team, the Programme Offices of the relevant degree programmes, and other internal and external stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Programme Delivery Support

- Help to manage and maintain all key data related to global initiatives.
- Monitor levels and order materials/resources required for global initiatives, ensuring that appropriate stock levels are maintained within budget.
- Support the efficient and professional production and distribution of materials (including publications, emails and websites) used in the development and delivery of global initiatives, including proofreading/ editing.
- Assist with the co-ordination of on- and off-campus events related to global initiatives.

Student/Participant Experience

- Provide a first line contact service to students and stakeholders, responding in a professional and timely manner to address queries or escalate as required to ensure effective resolution.
- Support the efficient and timely distribution of information to students/ participants/stakeholders using the most effective form of communications.
- Support the development and delivery of feedback activities that contribute to

learning enhancements and the continuous improvement of student/ participant/ stakeholder experiences.

Scheduling/Resource Management

- Provide support to faculty, team members, and colleagues within area, ensuring the timely provision of information and resources.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate information sharing and data recording that enables efficient service delivery to students, completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning.

Collaboration and Support

- Liaise as required across the School to ensure efficient information exchange and the smooth delivery of activities enabling an excellent student 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 Global Experiences budgets.

Process Improvement

- Proactively review relevant processes and systems within area and make suggestions to improve efficiency and effectiveness; follow through on improvements once agreed.

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 students, 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 all stakeholders.
- Area/team compliance with necessary regulations/processes.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Good communication skills and the ability to address a variety of stakeholders.
- Strong working knowledge of Microsoft Word, Excel and PowerPoint.

- Proactive approach to relationship development with colleagues.
- Excellent attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Strong analytical and problem solving skills.
- Experience in standard financial management processes.
- Willingness to undertake some overseas travel as applicable.