



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Programme Manager

Department/Division: Executive Education Office

Accountable to: Head of Executive Education (Custom Programmes)

Job Summary

The Executive Education Office manages LSE's programmes for executives and working professionals:

- Executive Education Courses – a growing programme of executive education open enrolment courses which attract a global audience of senior leaders from the private and public sectors and achieve excellent recommendation rates from participants.
- Custom Programmes – the design and delivery of customised executive education world-wide, allowing global partners to receive an LSE education experience, tailored to their needs and requirements
- Online Certificate Courses - an innovative programme targeted at working professionals, delivered in partnership with the education technology company 2U.

The programmes form an integral part of LSE's mission, enabling the School to widen its impact by delivering LSE's world class research and teaching to a business and practitioner audience. They also represent valuable revenue sources for the School, generating critical funds to invest in teaching and research activity. LSE has ambitious plans for these programmes, all of which operate in increasingly competitive markets.

The Programme Manager is a key role in the team, responsible for delivering first-class programmes which exceed the expectations of customers, faculty and other stake holders. These programmes run both in the UK and abroad, and vary in length and requirements. The post-holder will combine excellent project management skills, a keen eye for detail and a focus on customer experience to take responsibility for delivering the expansion of the programmes at LSE. This includes:

- programme planning, co-ordination and delivery, regularly liaising with and meeting the expectations of contributing faculty and other internal stakeholders
- programme delivery, overseeing the sessions during which the courses
- driving the continued improvement of delivery standards to support LSE's developing reputation for executive teaching

The Programme Manager provides the interface between the client, the participants, the academic teaching staff and the relevant support services within the School. All tasks need to be carried out in a highly professional, courteous and timely manner, offering excellent customer service and meeting tight deadlines. A professional attitude and appearance plus excellent client handling skills are therefore essential to this role.

To fulfil this role to the required level, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to below and occasionally outside of normal office hours, as well as travelling internationally.

Duties and Responsibilities

Programme Management

- Lead the delivery of the Custom Programme Courses, working seamlessly with support teams across the School to ensure a first-class participant experience that drives repeat participation.
- Work with colleagues in the Executive Programmes team to deliver an enhanced participant journey, beginning with a participant's first interaction with LSE and lasting until the programme finishes.
- Act as a first point of contact for client, participant and faculty enquiries during the programmes.
- Work with the Global Market Development team to ensure that contracted projects are fully and accurately briefed to ensure excellent standards of delivery required by the client.
- Play a key role in client relationship management and retention by communicating regularly with the Global Market Development team, updating them with insight gained from clients, and using them as a point of escalation when there are challenges/problems with programme delivery.
- Oversee financial management of programmes, ensuring that planned expenditure is not exceeded and that anticipated margins are maximised where possible, while retaining required programme delivery standards
- Take responsibility for overseeing the relevance, accuracy and quality of all programme materials and supporting documentation.
- Develop strong and effective working relationships with participating faculty, establishing the post holder as a trusted partner in programme delivery.
- Work with participating faculty to ensure that academic quality targets are achieved.
- Provide exceptional customer service to participants, meeting the particular requirements of this audience.

Programme Logistics

- Manage the programme set up and logistics, working with room bookings, IT, estates, reprographics, catering and other LSE services.
- Liaise with the Operations team to ensure academic contracts are issued and signed promptly.

Programme Evaluation

- Working closely and collaborating actively with the Global Market Development Team in the development of realistic programme proposals and delivery, and advising on improvements based on programme evaluation
- To liaise with clients and faculty in order to update them on the key milestones, to discuss programme content and delivery schedules, as well as to provide programme evaluation
- Proactively identify areas for improvement and make recommendations on potential changes to the Head of Executive Education. Where appropriate, collaborate with the relevant personnel to ensure that improvements in the learning and administrative processes are implemented.
- Lead the annual programme review and implementation of any recommendations.
- Ensure programmes are continuously developed and improved based on the needs and feedback of clients, with a view to ensuring repeat business.
- Work with other departments across the School (e.g. the Executive Masters Programmes) to ensure that the Executive Education Programmes are aligned with the highest standards in

programme delivery at LSE.

- Develop an awareness of delivery standards at similar institutions.

Other responsibilities

- Lead on discrete projects as they are identified and arise as part of the Custom Programmes team activity.
- Plays an active role in the Executive Education team, across both Custom programmes and Open Enrolment.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.