



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 Executive MSc in Social Business

Department/Division: The Marshall Institute/Department of Management
Accountable to: Marshall Institute Manager

Job Summary

The role will involve programme management, admissions and recruitment, alumni and careers support, developing partnerships, and advising senior academics and other stakeholders within the School and externally. There will also be involvement in marketing, in conjunction with the Marketing Manager.

The post holder will take the lead in setting up and establishing the Executive MSc in Social Business (EMSB) programme as part of the School's portfolio of Executive programmes. There may also be opportunities to develop other areas of executive training within the Marshall Institute.

The post holder will manage and be responsible for all aspects of the programme and student experience from recruitment and admission through to graduation and alumni relations.

The post holder will bring an enhanced level of service to the programme to meet School and stakeholder expectations of these intensive, high-fee programmes.

The post holder will take the lead on the strategic development of the programme as it grows from conception through to an established executive master's degree, building networks with interested parties and alumni so as to ensure the growth of the programme.

Travel, representing the LSE and the programme, may be required, as well as some working outside of the standard office hours, for example evenings and weekends.

Duties and Responsibilities

About Executive MSc in Social Business:

- The Executive MSc in Social Business (EMSB) is a collaboration between the Marshall Institute and the Department of Management and its aim is to integrate social purpose and impact with high level business skills.
- The EMSB is a modular, part time degree aimed at working professionals.
- The programme is designed to attract candidates with a minimum of 5 years of work experience who are employed while undertaking the degree. It is expected that enrolment will rise to 40 students over a five year period.
- The programme consists of seven intensive in class modules and will all be taught on the LSE



campus.

Marketing and Admissions Responsibilities:

- To support an effective marketing strategy including online ads, print ads and mailing campaigns, in conjunction with the Marketing and Communications Manager.
- To review and update marketing materials including programme website and brochure.
- To attend and present at information sessions and other promotional events involving senior managers and other internal and external stakeholders at the highest levels.
- To develop an integrated Admissions process for this new degree between the programme and Graduate Admissions Office (GAO).
- To manage the admissions and recruitment process from initial enquiry through to admit including dealing with applicant enquiries, producing weekly admissions reports and candidate interviews.
- Act as Selector for the programme and provide advice on applications to the Programme Directors.
- To work with the Programme Directors to develop programme profile targets, and develop/implement plans to achieve intake and profile targets.
- To monitor the admissions cycle of the programme, including evaluating progress against admissions targets.
- To oversee the pre-programme phase including support materials, early registration and the smooth roll over from admit to student.
- To co-ordinate and work effectively across a wide range of external facing activities with central administrators in Conferences, the Corporate Relations Unit, External Relations, Careers and the Office of Development and Alumni Relations, in the promotion of the programme.
- To promote the programme to external companies and organisations and develop potential relationships for future sponsorship of applicants.
- To develop and use high level networks of external contacts to build the reputation of the programme.

External Relations:

- To develop opportunities and bring in guest lecturers, fellows, and other external speakers for lectures and networking events during all modules.
- To identify and pursue opportunities for engagement with external companies in activities, including company visits in London, guest speakers and career talks.
- To deputise for the Programme Directors in a range of internal and external settings, to enhance and increase awareness of the programme to a wide range of stakeholders.

Programme Implementation and Management Responsibilities:

- To set up, develop and manage all aspects of programme delivery from admission to graduation.
- To establish and implement all policies and procedures that are required for the running of a new degree programme, for example a class attendance policy, extension request policy, procedures for interruption and deferral etc.
- To develop and set up Programme Governance procedures as appropriate, ensuring compliance with any QAA procedures as necessary.
- To manage and act as Secretary for the Programme Steering Committee.
- To ensure the programme meets School teaching standards and that any programme design changes are approved through the appropriate procedures, in conjunction with relevant School committees.
- To develop and manage the full delivery of professional support at all modules, and to be proactive in the development of programme support.
- To provide support, guidance and pastoral care to students and in some cases, where standard procedures do not always exist.
- Oversee the provision, production and delivery of welcome and academic materials to students in a timely manner and within budget.
- To plan and negotiate LSE faculty involvement in teaching the programme, including liaising with



Heads of the relevant LSE Departments and LSE Planning and Finance offices, in conjunction with the Programme Director.

- To make formal presentations and briefings during modules on all aspects of the programme including course requirements and detailed logistical information.
- To provide classroom back-up and faculty support at the modules.
- To manage the programme timetable and scheduling.
- To allocated academic advisors to study groups.
- To organise, manage and run all aspects of the overseas modules, including negotiating hotel contracts, planning company visits, liaising with partner Schools and guest speakers and securing event venues.
- To represent the School and the Institute/Department at events.
- To provide expertise and a professional support service to all faculty and teaching assistants during all modules and the intersession, including mediating student questions and advising on academic matters.
- To manage academic assessment procedures including exams and exam boards, and to ensure and support timely faculty assessment of student coursework.
- To implement a process for take home exams, ensuring the programme remains in line with School regulations and the academic integrity of the programme is upheld.
- To be responsible for collating and communicating grades in a timely manner.
- To ensure external examiners are appropriately briefed and reports are in compliance with academic standards and assist with final exam board reports.
- To oversee student evaluations, collate results from student surveys and create an Exit Survey so feedback can be gathered upon completion of the programme.
- To write and prepare various proposals and reports on changes to teaching and assessment criteria, financial alterations and regulations for approval by the appropriate School committees.
- To maintain a critical eye to accuracy, and to edit, proofread and circulate documentation as required to both internal and external stakeholders.
- To play an active role in the Executive Programmes Working Group, Chaired by the Pro-Director, to raise awareness of and further develop the Executive Programmes portfolio at the School.
- To manage the relationship between the Marshall Institute and the Department of Management to ensure successful delivery of the programme. This will include regular liaison, meetings with, and reporting to, the Department of Management.
- Potential line management responsibility as the programme expands to recruit, line manage, train and motivate a Programme Administrator. This will include conducting regular performance development reviews, holding regular team meetings, dealing with any issues of concern and adhering to School policies e.g. relating to annual leave or sickness absence.
- Manage any contracted help and student helpers/stewards as required.
- To carry out any other administrative responsibilities assigned by the Programme Director, ensuring the full provision of office services to the programme.

Programme Development:

- To support the achievement of core objectives for the programme within the context of the School's strategic plan, and the Development Plans of the Institute/Department.
- To introduce and lead an annual review of the programme, collating feedback and writing proposals for programme improvements.
- To undertake strategic planning and proactively contribute to the on-going development of the programme.
- To develop and implement an alumni programme and activities, working with both the Alumni Relations team and external partners, including seeking alumni for speakers and engaging students in alumni activity across the Institute/Department and the School.
- To proactively look for ways for EMSB alumni to become involved in the Institute's and Department's alumni activities. To develop and facilitate the provision of extra-curricular events for the programme.
- To design, develop and implement a Careers Support programme, building relationships with the



LSE Careers Team, academics and external Careers Coaches, to facilitate a high level provision of careers support and events for students.

Customer Service Responsibilities:

- To provide tailored customer service to the Executive MSc students, taking into account their specialised nature and profile.
- To serve as the main contact for the programme both internally and externally and liaise and network with both external suppliers and various departments within LSE, such as GAO, Registry, Reprographics, Design Unit, Catering, Exams and IT.
- To act as a key interface – with decision making rights and responsibilities – between the applicants/students and academic faculty at all times.
- To ensure there is continual consistency and a high level of service provided throughout the student experience as expected on such high fee programmes.
- To provide accurate information to the student community, within the Institute/Department, and across LSE.

Technology Responsibilities:

- To initiate, develop and maintain a sophisticated distance learning support for all modules and the intersession.
- To oversee the individual programme courses on the distance learning platform, Moodle, and recommend improvements.
- To develop and maintain close links with Learning Technology and Innovation (LTI) to investigate new technologies that are relevant to higher education, and are complimentary to the distant learning platform.
- To ensure that programme coherence across all modules and brand quality is maintained within the distance learning platform.
- To manage admissions, student, alumni, course, faculty and corporate contact online databases.
- To oversee student and alumni web surveys and collate results.

Financial Responsibilities:

- To manage and be responsible for the programme budget, reporting regularly to the Programme Director, Institute Manager and Department of Management at periodic reviews.
- To manage and ensure all modules run to budget.
- To use discretion and judgement in the allocation of the budget to cover all expenditure associated with the delivery of the programme.
- To identify areas when expenditure can be reduced and areas where money can be invested to aid programme development.
- To draw up individual teaching agreements for faculty, GTA and guest speakers contracts and ensure timely payment.
- To answer candidate and enrolled student questions about pre-registration fees, tuition and billing issues.
- To ensure prompt sign off of invoice payments and to maintain financial records as required by LSE and the Institute/Department including filing expense reports.
- To organise quarterly budget reports and analysis and monitor expenditure to enable the programme to carry out appropriate financial planning.
- To manage the annual budget review and forecasting process.

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

**Flexibility**

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. Some weekend and evening work will be required during orientation, events, modules and graduation. Travel may be required.

Equality and Diversity

To uphold the School's commitment to equality of respect and opportunity, as set out in the [Ethics Code](#), we will treat all people with dignity and respect, and ensure that no one will be treated less favourably because of their role at the School, age, sex, disability, gender identity, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or social and economic background. For the full Equity, Diversity and Inclusion policy statement, please see the [EDI website](#)

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.