



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: Executive Programmes Manager

Department/Division: Department of Management (DoM)
Accountable to: Head of Executive Programme Delivery

Job Summary:

- To manage overall administration, from admission through to graduation, across all programmes in the executive programmes portfolio; including (but not limited to) the established Executive Global MSc Management (EGMiM) degree, study visits with partner Schools (currently Koç Business School and UAI) and new programmes such as Department custom designed and open enrolment executive programmes for other institutions and external clients.
- To provide a high and comprehensive level of administrative support to the teaching team, students and participants across all programmes in the executive programmes portfolio and undertake forward planning of the annual cycle of tasks and processes that underpin the programmes.
- To work with academic members of the Department, the Executive Programmes Team, the Programme Directors and both internal and external stakeholders, to support the Department's executive education activities.
- Overseas travel, representing the LSE and the Department executive programmes portfolio, will be required.

Duties and Responsibilities

Marketing and Admissions:

- To assist the Head of Executive Programme Delivery as required in student recruitment across the executive programmes portfolio. This may include attendance at information sessions, reviewing content for marketing publications, handling applications and dealing with enquirers.
- To oversee the pre-programme phase including support materials, early registration and the smooth roll over from admit to student, across all programmes.
- To co-ordinate across a wide range of School support teams in the promotion of the executive programmes portfolio.

Planning and Organising Resources:

- Oversight of all aspects of programme delivery of EGMiM and other programmes within the executive programmes portfolio (from enrollment through to graduation).
- To manage and be responsible for the organisation of all London based teaching sessions (EGMiM and other) including managing the full delivery of professional support to students and faculty, and to be proactive in the development of programme support.
- To assist the Head of Executive Programme Delivery in the setup, implementation and management of any new programmes to the executive programmes portfolio.



- To implement and review all policies and procedures that are required for the running of the EGMiM programme, for example a class attendance policy, extension request policy, procedures for interruption and deferral etc.
- To manage EGMiM timetabling and scheduling.
- To organise, manage and run all aspects of the EGMiM overseas modules, including negotiating hotel contracts, planning company visits, sourcing speakers, liaising with partner Schools, study tour companies and guest speakers and securing event venues.
- To be the main point of contact and liaise with academic partner schools in the organisation of the EGMiM overseas modules and to represent the School and the Department at events during these modules.
- To assist the Head of Executive Programme Delivery to explore and research further opportunities for additional or alternative EGMiM overseas modules and locations.
- To plan and negotiate LSE faculty involvement in teaching EGMiM, including liaising with Heads of the relevant LSE Departments and LSE Planning and Finance offices, in conjunction with the Programme Director.
- To provide expertise and a professional support service to all faculty and teaching assistants, including mediating student questions and advising on academic matters.
- To manage the early registration process for EGMiM ensuring applicants and participants have everything they need in preparation for their first teaching session.
- To have oversight of all administration relating to the EGMiM core courses.
- To maintain governance procedures across all executive programmes as appropriate, ensuring compliance with any QAA procedures as necessary.
- To ensure all programmes in the executive programmes portfolio meet School teaching standards and that any new programmes or programme design changes are approved through the appropriate procedures, in conjunction with TQARO, EMSc Management Board, DoM Teaching Committee and other relevant School committees.
- Oversee the provision, production and delivery of welcome and academic materials to students and participants across all executive programmes in a timely manner and within budget.
- To oversee the annual process of updating the Programme Regulations and course guides for all relevant programmes.
- To develop and facilitate the provision of extra-curricular events for all executive programmes, including sourcing both internal and external guest speakers.
- To oversee and approve venue options for student and participant events across all programmes ensuring they are within budget.
- 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 EMSc Forum and Executive Education Sub-Group chaired by the Deputy COO, to raise awareness of and further develop executive programmes at the School.
- To have oversight of the assessment processes, ensuring the academic integrity of our programmes is upheld and serve as an escalation point as required.
- To facilitate the appointment of external examiners, review external examiner reports and make recommendations and improvements as required.
- Initiate, develop and maintain sophisticated distance learning support for all teaching sessions and between modules.
- To ensure that programme coherence across all teaching sessions and brand quality is maintained within the distance learning platform.
- To manage the overall space requirements for all programmes in the executive programmes portfolio.
- To oversee registration and visa compliance processes on all programmes.
- To manage complex student and faculty issues and update the Head of Executive Programme



Delivery as necessary.

- To have oversight of the teaching evaluation process, collate results from student and participant surveys and produce reports on feedback for the continual improvement and development of the programmes.
- To maintain an alumni programme and activities, working with both the DoM CAER team and external partners, including seeking alumni for speakers and engaging students in alumni activity across the Department and the School.
- To proactively look for ways for executive programme alumni to become involved in the Department's alumni activities and to help further the development of the Department's strategic alumni plan.
- Oversee the EGMiM Careers support programme, building relationships with the LSE and DoM Careers Team, academics and external Careers Coaches, to facilitate a high-level provision of careers support and events for students.
- To ensure that all teaching sessions both in London and overseas are carried out within a specified budget.
- To manage the EGMiM daily operational budget and be responsible for ensuring all modules run to budget.
- To manage budget allocations for all other programmes in the executive programmes portfolio and use discretion and judgement in the allocation of the budget to cover all expenditure associated with the delivery of these programmes.
- To identify areas when expenditure can be reduced and areas where money can be invested to aid programme development.
- To organise quarterly budget reports and analysis and monitor expenditure to enable the programme to carry out appropriate financial planning.
- To assist the Head of Executive Programme Delivery in the budget review and forecasting process.
- To draw up individual contracts for faculty, GTA's and guest speakers and ensure timely payment.
- To answer student and participant questions about pre-registration fees, tuition and billing issues.
- To ensure prompt sign off of invoice payments and to maintain financial records as required.
- To carry out any other administrative responsibilities assigned by the Programme Director and Head of Executive Programme Delivery as needed to ensure the full provision of professional services to the executive programmes portfolio.

Communication:

- To regularly interact with the Executive Programmes Team regarding a range of student and programme related issues.
- To provide support, guidance and pastoral care to applicants, students and participants and in some cases, where standard procedures do not always exist, serving as an escalation point where necessary.
- To contribute to and maintain social media groups across all programmes.
- To assist the Head of Executive Programme Delivery in pre-programme communications with offer holders.
- To make formal presentations and briefings as required during any teaching sessions. This could include briefings on course requirements, regulations and detailed logistical information.

Liaison and Networking:

- To serve as the senior point of contact for the executive programmes portfolio both internally and externally and liaise and network with both external suppliers and various departments within LSE, such as GAO, Student Services, Reprographics, Design Unit, Catering, Exams and DTS.
- To act as a key interface, with decision making rights and responsibilities, between the students/participants and academic faculty at all times.
- To ensure there is continual consistency and high level of service provided throughout the student



and participant experience as expected on such high fee programmes.

- To develop and maintain links with other Department of Management programme managers to share and formulate best practice.
- To look for ways to integrate the programme with other Department of Management programmes.
- To facilitate student engagement in inter-institutional networks.
- To build relationships with and act as the main liaison for members of staff at other partner institutions and organisations.
- To develop opportunities, manage relationships and bring in guest lecturers, fellows, industry professionals and other external speakers for guest lectures and networking events for all programmes.
- To identify and pursue opportunities for engagement with external companies in activities including company visits in London, guest speakers and career talks.
- To Chair the executive programmes management team meetings and play an active role in class rep and steering committee meetings.

Teamwork and Motivation:

- To be an actively contributing member of Executive Programmes Team and the wider Department's PSS team.
- To work effectively with staff at partner Schools and organisations.
- To implement and manage improvements to the services provided to students and participants across all programmes in order to formulate and promote best practice.
- To line manage the Executive Programmes Administrator including overseeing annual reviews and development and training opportunities.
- To recruit temporary staff such as student helpers and moderators for teaching sessions as required.
- To attend and contribute to, where relevant, Departmental meetings.

Service Delivery:

- To respond to applicant, student and participant enquiries in an informative and timely manner.
- To maintain a high level of customer service to all students, participants, faculty, and both internal and external stakeholders, responding to requests in a prompt and effect manner.
- To understand and abide by the School's regulations and legislation regarding data protection, freedom of information and recorded student information.
- To ensure that all work is completed in a timely manner, with the utmost attention to detail.
- Some attendance at evening events and weekend work will be required during teaching sessions.
- Attendance at the overseas EGMiM modules will be required.

Initiative and Problem Solving:

- To proactively approach the role and use own initiative to evaluate working practices and procedures both at own, programme and Department level, where appropriate.
- To review issues raised at Management Team, Class Rep and Steering Committee meetings, look for effective solutions and manage their implementation effectively.
- To pre-emptively look for ways all programmes within the executive programme portfolio can be continually improved and developed, producing proposals and reports where necessary and implementing changes.

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.