



## 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 (GMiM, CEMS and Exchanges)

**Department/Division:** Management

**Accountable to:** Head of Programme Delivery

### Job Summary

The Department of Management has a three-year undergraduate degree programme and eight full-time postgraduate degree programmes. The Global MSc Management (GMiM) is a 24-month programme admitting around 90 students per year. In the second year of the programme students participate in either the [CEMS](#) double degree; an MBA exchange term at a partner school in the US or Asia; or remain at LSE to specialise in a suite of elective courses. Additionally, the programme hosts between 80-100 incoming exchange students from over 40 partner universities each year.

### The postholder will:

- Proactively manage, supervise and co-ordinate all aspects of the GMiM programme from admission to graduation;
- Manage all activities related to the CEMS double degree and MBA Exchange programme;
- Have responsibility for all incoming CEMS and MBA exchange students and their LSE experience;
- Manage a small team responsible for the delivery of course (module) administration, programme management and all exchange activities;
- Have oversight and line management of up to two Programme Administrators and one Programmes Coordinator who support the GMiM programme, providing professional guidance, support and development;
- Work closely with the Programme Director(s), the Head of Programme Delivery and other colleagues to develop the GMiM programme, student experience and learning community.

### Duties and Responsibilities

#### Admissions

- To ensure that all programme office managed applicant queries and applications are dealt with in a timely and appropriate fashion.
- To contribute to and attend Information Sessions for prospective students.
- To work with the Marketing, Analytics and Communications team (MAC) to develop marketing strategies and materials for the programme.



### **Programme and course administration**

Responsibility for all aspects of programme administration from application to graduation:

- To oversee the Orientation programme and offer holder contact, including welcoming incoming exchange students.
- To oversee the organisation of Welcome activities and the two-week pre-session course.
- To oversee the entire annual cycle of administration for designated core and optional courses including timetabling, production of study materials, assessments and results.
- To organise the programme Exam Board(s).
- To oversee and contribute to internal programme review and reporting activities, such as the Programme Strategy Committee.
- To review and update programme regulations, course guides, programme information and course materials as required.
- To manage, monitor and forecast the GMiM programme budget and all associated financial activities.
- To oversee the Student Staff Liaison Committee process, including election of representatives, attendance at meetings, response to feedback and leading on the implementation of programme improvements.
- To work closely with colleagues around the School including faculty, departmental staff and the Student Services Centre to deliver all aspects of the programme to the highest standard.
- To deliver any additional, relevant programme activities such as professional accreditation liaison or exchange activities.

### **Student experience**

- To work closely with the GMiM Programme Director and the CEMS/MBA Exchange Academic Director to consistently deliver an excellent student experience.
- To ensure the programmes team offers a welcoming and accessible service for all students.
- To proactively identify and implement strategies to improve and innovate the programme.
- To monitor student progress and respond proactively to pastoral care or academic progression issues in conjunction with Academic Mentors, Programme Directors and other colleagues around the School.
- To work closely with the CEMS and MBA Exchange Clubs to support and develop their activities.
- To lead on programme social and networking events, in conjunction with students and other teams within the Department.
- To proactively seek feedback from students and input into team, Department and School initiatives and strategies to improve the student experience.

### **CEMS and MBA Exchange**

- To deliver presentations and briefings to students regarding the CEMS and MBA exchanges.
- To manage the application and selection process for CEMS and MBA Outgoing Exchange candidates from end-to-end, working closely with the CEMS/MBA Exchange Academic Director, the GMiM Programme Director and others, and to participate in the selection panel.
- To manage school selection for outgoing exchange students and negotiate exchange slots with partner schools as required.
- To be a focal point and champion for incoming exchange students, ensuring a seamless and supportive experience.
- To oversee the registration process for incoming students, including course choice.
- To oversee the organisation of the CEMS Business Communication Tests, language exams and exam preparation classes.
- To oversee the CEMS graduation validation process (including validation of internships, languages and courses).



- To oversee the organisation of the CEMS block seminar, Business Communication Skills Seminar, and Responsible Global Leadership Seminar.
- To manage, monitor and forecast the CEMS programme budget and all associated financial activities.
- To draft and contribute to CEMS Peer Review documents, and other reports, as required.
- To act as an internal point of contact for exchange queries, processes and issues.
- To attend the international CEMS Graduation and Manager meetings.
- To maintain excellent working relationships with CEMS Head Office, partner schools and other external colleagues, keeping them updated on LSE news and developments as appropriate.
- To work closely with partner schools to strengthen relationships and establish new strategic partnerships.
- To work closely with the Corporate Relations Manager to deliver CEMS corporate activities.
- To work closely with CEMS Head Office based in Paris as the main point of contact between LSE and CEMS.

#### **Graduation, careers, alumni and employer relations**

- To work with Department and School colleagues to communicate graduation arrangements at LSE.
- To work closely with the Careers, Alumni and Employer Relations team (CAER) to provide Careers related initiatives, industry links and to offer a seamless transition from student to alumni.
- To continue to contribute positively to students' experience of LSE post-graduation, in support of the Department's alumni strategy.

#### **Team management**

- To line manage up to two full-time Programme Administrators and one Programmes Coordinator.
- To set and maintain high standards of delivery within the team.
- To develop the skills and ambitions of team members to enable them to progress and succeed at LSE.
- To monitor and manage team resources to ensure a seamless service to students, faculty and other stakeholders.

#### **Department duties**

- To be a senior member of the Programmes Team, leading on and contributing to Department-wide plans and activities.
- To play an active role in the Department's Professional Services Management Team (PSMT).
- To support the implementation of the Department's future plans and developments.
- To input into the development and implementation of Departmental policies and procedures.
- To service Department committees and working parties as required.

#### **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.