

JOB DESCRIPTION
MBA Programmes Manager
Vacancy Ref: A551

Job Title:	MBA Programmes Manager	Present Grade:	7P
Department/College:	The Graduate Management School Lancaster University Management School (LUMS)		
Directly responsible to:	GMS Administrator, reporting on a day-to-day basis to the Director of MBA Programmes		
Supervisory responsibility for:	MBA Programme Coordinators, clerical and support staff		
Other contacts	<p>Internal: Full-time, Executive and Global MBA Programme Directors; other academic and support staff within LUMS and the Central University; MBA students</p> <p>External: Prospective students; external examiners; alumni, other academic institutions; business organisations, AMBA, partner institutions</p> <p>The Role: The role holder will be a key member of a successful team and will be responsible for ensuring the smooth running and continued development of the professional services that support the MBA suite. The main purpose of the role is therefore to ensure highest professional service standards are provided for the suite; to have shared responsibility for the student experience; to provide effective communications across the wider MBA team; and to ensure a high level of support for the MBA senior management team.</p> <p>This will include the provision of high quality direct services in relation to programme delivery, academic administration and student support and ensuring the additional services provided at faculty and university level are of a suitable standard and quality for the MBA suite. Accessed services currently include marketing, admissions, financial management, careers management, alumni services and project placement.</p> <p>The MBA suite sits within the Graduate Management School alongside the School's other cross-faculty programmes. The MBA Programme Manager will be responsible to the GMS Administrator; day-to-day and strategic direction will be provided by the MBA Programmes Director.</p> <p>As part of the MBA senior management team the MBA Programme Manager will have shared responsibility for ensuring that the Lancaster MBA achieves the objectives of a leading Business School. The role holder will be expected to operate with a high degree of autonomy within the approved brand and strategy.</p>		
Major Duties:	<p>The postholder will act as Programme Manager for all variants of the MBA Suite, currently:</p> <ul style="list-style-type: none"> • The Full-Time MBA • The Executive MBA • The Global MBA (delivered overseas) <p>As such, the role requires regular and frequent communication the Directors of the EMBA, FTMBA, and GMBA to ensure each of the duties which follow is performed appropriately for each of the MBA variants.</p> <p>1. Programme Management and Academic Administration Responsible for providing high quality services in the following areas ensuring efficiency and effectiveness across the suite:</p> <p>Quality Assurance:</p> <ul style="list-style-type: none"> • Implement academic quality assurance procedures for the MBA programmes in liaison with the LUMS Teaching Quality Support Officer • Ensure compliance with the University's quality assurance procedures, including preparation for Periodic Quality Review • Ensure compliance with accreditation bodies (i.e. AMBA) criteria. 		

- Prepare documentation relating to the MBA programmes for the GMS Departmental Meeting and Courses Committee and the Graduate Management School Teaching Committee and accreditation bodies.
- Arrange the annual review of teaching learning and assessment and draft the review report
- Manage the programmes' review procedures via Staff/Student Committee meetings, the evaluation systems and teaching review meetings
- Take an overview of the results of student feedback questionnaires, highlighting important issues and take any necessary follow-up action
- Ensure effective communication between students, faculty and other staff on quality assurance issues
- Act as a first point of contact for students regarding quality assurance issues
- Ensure appropriate and timely approval of adjunct faculty

Programme Planning, Timetabling and Documentation:

- Oversee arrangements for and production of induction and related materials.
- Co-ordinate teaching on the MBA programmes and produce timetables for the Full-Time and scheduling of modules for EMBA and the Global MBA programmes.
- Liaise with programme teams, members of faculty, travel team and support course providers with regard to teaching on the MBA programmes
- Negotiate with central services regarding room requirements and the use of teaching space
- Oversee arrangements for the booking of suitable external teaching space for the Executive MBA and Global MBAs
- Liaise with partners regarding delivery arrangements for the Global MBA and for the International Business in Context module.
- Draft, produce and publish in a timely manner programme materials and ensure easy access to high quality on-line materials
- Oversee the setting up of MBA Virtual Learning Environment for each cohort.

Assessment:

- Ensure compliance with the University's postgraduate assessment regulations
- Oversee the setting of MBA coursework and examination papers and marking procedures.
- Oversee examination arrangements, including the production of examination timetables and the practical arrangements (room booking, invigilation etc.)
- Oversee the marking procedures, the processing of assessments and examinations and the moderation process
- Raise issues of student progress with the appropriate programme director.
- Communicate and correspond with external examiners and ensure the timely appointment of new external examiners.
- Prepare for, and ensure the smooth running of, examination boards, including agendas, minutes, marksheets and supporting documentation
- Liaise with Student Registry on individual student cases requiring further action and prepare documentation for appeal cases
- Oversee the checking of submissions through Turnitin and provide support to the GMS Academic Officer in respect of plagiarism cases.

International Exchange Programmes:

- Ensure appropriate arrangements are made in relation to international exchange programmes:
- Produce International Exchange Programme materials
- Liaise with partner institution contacts in relation to all aspects of the exchange programme
- Work with the Management School International Programme Director in relation to potential new exchange schemes
- Provide high quality briefing session and further advice to students
- Co-ordinate the International Exchange Programme selection process
- Provide assistance to students regarding practical arrangements
- Monitor student progress during exchange programmes
- Co-ordinate the grade transfer process
- Co-ordinate the selection, admittance and practical arrangements for incoming students
- Ensure appropriate health and safety checks are made for incoming and outgoing exchange students
- Ensure appropriate induction for incoming exchange students

2. ***Pastoral Care:***

Ensure a high standard of pastoral care and customer service for MBA students including:

- Provide regular group briefing sessions on issues of general concern
- Provide individual interviews to advise on educational and non-educational matters
- Oversee the arrangements for social events

- Signpost professional support services and liaise with central and external services where necessary

3. **Service Delivery**

Responsible for ensuring the integrated delivery of high quality services for the following MBA, Faculty and Centrally managed functions:

Admissions:

- Work closely with the Faculty Admissions Team, to ensure an excellent level of service for the MBA programmes.
- Monitor, interrogate and interpret admissions data
- Report to, and advise, the MBA senior management team on admissions issues; recommending actions as appropriate
- Provide ad-hoc support and assistance when required, e.g. conducting interviews
- Ensure good working relationships, close understanding and mutual support between the admissions and MBA teams

Finance and Resource Management:

- Work closely with the faculty finance team to ensure an excellent level of service in relation to all aspects of financial management and planning.
- Monitor, interrogate and interpret financial data
- Report to, and advise, the MBA senior management team on budgetary and financial issues; recommending actions as appropriate
- Work with the Programme Directors and faculty finance team in relation to budget setting
- Approve, and monitor, MBA expenditure within defined parameters in line with the approved budget
- Liaise with the central and faculty finance teams in relation to procurement (preparation of simple Purchase Order requests etc)
- Ensure best value for money in relation to MBA expenditure
- Maintain a good understanding of current finance practice and a thorough knowledge of University and School financial policies and procedures, advising colleagues accordingly in liaison with the faculty finance team
- Provide the faculty finance team with programme related knowledge and information to aid budget setting and monitoring (e.g. transfer schedules)
- Assess, review and advise MBA Director of Programmes of resource needs
- Assist the Director of MBA Programmes in the preparation of business cases for additional resource requests
- Ensure good working relationships, close understanding and mutual support between the finance and MBA teams

Marketing, Publicity and Events, Projects, Career Management, Alumni Relations:

Work closely with the MBA team and faculty colleagues responsible for the (above) functional areas to ensure an excellent level of service.

- Monitor, interrogate and interpret relevant data sources.
- Report to, and advise, the MBA senior management team on issues relating to the functional areas.
- Ensure appropriate levels of support are provided by the MBA support team for the functional specialists in line with strategic priorities.
- Provide functional specialists with relevant programme related knowledge and information to support their performance in support of the programmes' strategic priorities.
- Ensure good working relationships, close understanding and mutual support between functional specialists and the MBA team.
- Work with functional specialists to ensure that publicity material including the website is current and up-to-date.

4. **Communications and Networking**

- Ensure excellent communication with internal and external contributors to the MBA programme suite
- Promote, and ensure good understanding of, the MBA strategy, brand and operational procedures
- Develop strong networks and excellent communication with Global MBA partners.
- Represent the programmes externally in the UK and overseas (e.g. fairs, promotional trips, open days).

5. HR

- Maintain an up to date knowledge of HR processes and procedures and work closely with the GMS Administrator and the HR Business Partner.
- Lead, motivate and manage the MBA support staff team in operationalising the MBA strategy, managing change and implementing new processes and procedures
- Be responsible for the recruitment, induction, probation, training and development of support staff colleagues including the non-academic promotions process and annual PDR.
- Ensure compliance with HR policies and procedures including the management of fixed term contracts.
- Ensure appropriate contracts are in place for all external contributors and be responsible for managing temporary and casual staff (including appropriate induction and introduction to relevant policies and regulations, e.g. the University Rules and the Manual of Academic Regulations and Procedures)
- Ensure appropriate cover is in place for the smooth running of the MBA programme suite throughout the full academic year

6. Senior Management Team

- Be a member of the MBA senior management team
- Assist the Director of MBA Programmes with the development of the MBA strategy and associated business and operational plans
- Provide input to, and/or lead, on new innovations and initiatives

7. Other Duties

- As a senior member of GMS, provide good leadership and guidance to the wider team and a high level of support for the GMS Administrator in the ongoing development of GMS
- Ensure good governance structures for the MBA programme suite and the good conduct of MBA committees, boards and working groups
- Act as the MBA team representative for faculty projects and initiatives e.g. the external accreditation process which may include report writing, data preparation and representation
- Act as Project Manager for AMBA accreditation
- Collate the school's data and contribute to the completion of questionnaires with regard to the MBA external rankings.
- Ensure access to relevant management and benchmarking information, share with and advise the senior MBA team
- Any other duties appropriate to grade as required by the Graduate School Administrator or Director of MBA Programmes