

JOB DESCRIPTION

Postgraduate Programmes Officer (Full-Time MBA), PG Office, Management School

Vacancy Ref: N1937

Job Title: Postgraduate Programmes Officer (Full-Time MBA)	Present Grade: 6
Department/College: PG Office, Management School	
Directly responsible to: Postgraduate Manager	
Supervisory responsibility for: Postgraduate Programmes Coordinator	
<p>Other contacts</p> <p>Internal: Associate Deans, Programme Directors, tutors, module convenors and students; academic departments within LUMS and other faculties; central administrative teams including Student Based Services and Student Registry ; LUMS professional service teams including careers</p> <p>External: Prospective students; companies/institution managers; external tutors and examiners; accreditation bodies and others as required</p>	
<p>Job purpose: Working closely with the Programme Director, this role leads the operational delivery of programme administration for the full-time MBA programme within the Management School (LUMS). The work of the Postgraduate Office covers both postgraduate taught (PGT) and postgraduate research (PGR) activity and includes specifically the Full-time MBA, Executive MBA and MSc Management programmes.</p> <p>The main purpose of the role is to:</p> <ul style="list-style-type: none"> • Lead the operational delivery and development of the full-time MBA programme, taking oversight of programme management, student experience and quality assurance, ensuring work is undertaken and allocated accordingly. • Lead the planning, review and evaluation of administration processes relating to the full-time MBA programme to ensure consistent service. • Support the implementation of change management processes and developments within the full-time MBA programme and have the ability to be both solutions focussed and innovative. • Support the delivery of operational excellence, a high quality student experience and a high level of professional support in both the full-time MBA programme and wider PG Office. • Facilitate, coordinate and promote effective communication within the wider MBA team and other specialist functions in LUMS, which includes those with responsibility for marketing and recruitment; admissions; careers and alumni activities for the full-time MBA. <p>Major Duties:</p> <ul style="list-style-type: none"> • Lead the operational delivery of the full-time MBA programme including: <ul style="list-style-type: none"> ○ Responsibility for the production of programme documentation as required by the University ○ Oversight of timetabling arrangements for the programme; liaising with departments and external providers in relation to teaching and preparing teaching transfers ○ Oversee arrangements relating to international exchange programmes and the International Business in Context module ○ Overseeing pastoral support for students, ensuring a high level of professionalism and service excellence ○ Overseeing exam arrangements such as paper setting and timetabling 	

- Oversee marking, moderation and calculation of results
- Responsibility for communication and correspondence with External Examiners
- Coordination of student performance and attendance monitoring, liaising with students, staff and central services where appropriate
- Raising issues of student progress with the Programme Director
- Contributing and preparing information for Exam Boards
- Providing regulatory advice and compiling assessment reports for disciplinary action, in collaboration with Programme Director, and to liaise with Student Based Services on individual student cases as required
- Be a subject matter expert in relation to MBA specific rankings and accreditations.
 - Working with the Programme Director and wider LUMS teams, as required, lead the coordination of submissions for the rankings
 - Demonstrate an up-to-date knowledge of rankings processes and requirements and benchmark performance against competitors
 - Provide advice and guidance to the Programme Director in relation to the rankings strategy for the programme and its development
 - Be a member of the project team within the PG Office responsible for the AMBA accreditation and coordinate contributions relating to the full-time MBA
 - Collate data and contribute to submissions for the AACSB, EQUIS and other external School rankings
- Take oversight of student experience for the programme including:
 - Managing the interface between the students and the MBA resources, being a day-to-day contact for the students during their time on the programme
 - Working with the Programme Director manage the full student lifecycle, making creative recommendations for change to support the development of the programme
 - Liaising with the Programme Director in relation to induction and be the lead professional services contact; delivering sessions to students outlining operational aspects of the programme and student conduct
- Lead quality assurance (QA) and enhancement processes relating to the full-time MBA programme and contribute to the wider QA processes within the PG Office including:
 - Coordinating contributions relating in the programme for the Strategic Teaching and Learning Review and Annual Programme Review
 - Management of programme review processes such as Staff-Student Committee meetings
 - Take an overview of student feedback questionnaires and highlighting areas for action with the Programme Director
- Manage the Postgraduate Programmes Coordinator, providing effective guidance, mentoring and line management support and developing a culture of professionalism and service excellence
- Collate management information relating to the programme to aid programme planning and development
- Devolved budget responsibility for the programme budget: including the preparation of annual workplans for use in budget setting and monitoring day-to-day expenditure providing advice and guidance to inform decision making in relation to the programme
- Working with the Programme Director coordinate and facilitate communication between those with responsibility for the full-time MBA programme who sit within marketing and recruitment; careers; alumni and admissions and provide opportunities for regular meetings.
- Maintain an internal and external network of contact to support the
- Be a member of the PG Office Management team and deputise, as required for the Postgraduate Manager
- Any other duties appropriate to the role as designated by line manager, Faculty Operations Manager or Head of School Administration