

JOB DESCRIPTION

Postgraduate Programmes Officer (Executive MBA), PG Office, Management School

Vacancy Ref: N2014

Job Title: Postgraduate Programmes Officer (Executive 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 and Academic services; LUMS professional service teams including careers, recruitment and marketing, business engagement and partnerships</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 Executive MBA (EMBA) 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 EMBA, Full-time 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 EMBA programme, across all locations, 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 EMBA programme to ensure consistent service. • Support the implementation of change management processes and developments within the EMBA 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 EMBA 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 EMBA. <p>Major Duties:</p> <ul style="list-style-type: none"> • Lead the operational delivery of the EMBA 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 EMBA 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 EMBA
 - 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 EMBA 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 EMBA 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