

## JOB DESCRIPTION

### SECTION 1

#### BASIC DATA

<b>Job Holder:</b>		<b>Job Title:</b>	Head of On-Campus Programmes
<b>Reports to:</b>	Managing Director	<b>Location:</b>	London
<b>Department:</b>	Higher Education	<b>Job Family:</b>	Manager

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### SECTION 2

#### ORGANISATION STRUCTURE

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### SECTION 3

#### OVERALL JOB PURPOSE

The post holder will be responsible for the management of all current and future on-campus programmes including the student experience, ensuring high quality of programme delivery and for driving excellent on-campus provisions. The post holder will be responsible for managing all student processes and programme management as aligned to institutional strategic plans.

As new programmes are developed, they will be responsible for ensuring systems, processes and data management are accurate, compliant and auditable ensuring successful programme delivery. The post holder will lead on developing policies and procedures relevant to the new programmes.

The post holder will support the MD (HE) in developing and implementing initiatives to provide an excellent on-campus student experience and work closely with the Academic Lead (on-campus) on developing and delivering an excellent on campus learning and teaching experience.

The post holder will be responsible for supporting students from diverse backgrounds.

#### SIZE/DIMENSIONS

### SECTION 4

#### PRINCIPAL ACTIVITIES / OUTPUT OF JOB

As an employee of The London Institute of Banking & Finance the post holder will:

- Oversee the full portfolio of on-campus programmes and acting as a main point of contact for the programmes on non-academic matters.
- Be responsible for the provision of support, guidance and responding to queries on an individual basis on non-academic issues.
- Be committed to establishing and delivering high quality, innovative student experience.

- Support international students, be responsible for Student Visa Regulations and ensure that all policies and processes are respectful to the diverse student population.
- Contribute to and inform the development of student systems, including learning platforms and supporting improvements to and implementation of other systems (Brightspace, Quercus) within the university.
- Ensure a high standard of delivery and compliance with LIBF regulations and policies and to initiate improvements based on the overall student experience.
- Contribute to the Annual Monitoring Report in areas related to on-campus programmes: preparing materials to support the report, coordinating with relevant staff and ensuring the process and outputs are implemented in a timely manner.
- Liaise with other teams as appropriate to monitor records and information related to areas such as student attendance, engagement and experience metrics, identifying areas where changes may be necessary to ensure a quality student experience.
- Analyse and interpret key programme data related to on-campus programmes including student recruitment, student success and programme performance metrics to provide management information and ensure continuous improvement.
- Liaise with other teams as appropriate in the dissemination of programme materials (e.g. handbooks, timetables etc) and procedures, ensuring these are appropriate for on-campus students.
- Where appropriate, contribute on programme development initiatives.
- As appropriate, implement and oversee project plans and manage projects across a range of operational and resource areas.
- Attend and contribute at Assessment Board meetings to matters relating to on-campus students.
- Participate and contribute to other committees (e.g., Student Experience Committee, Student Staff Liaison) and as required drafting agendas, and writing minutes and any follow-up action.
- Support the Managing Director in the compilation and submission of documentation for the purposes of internal and external quality assurance and enhancement. Liaise with other LIBF departments as appropriate.
- Undertake any administration required to ensure the smooth running of the programmes.

To contribute to the efficient development, management and promotion of on-campus programmes within The London Institute of Banking & Finance, the post holder will:

- Develop and maintain a good working relationship with staff across a range of departments.
- Maintain an excellent working relationship with external partner organisations.
- Contribute to and support the development of new initiatives and enhancements to grow LIBF's on-campus programmes.
- Undertake any other duties that may reasonably be required.

#### **CONTACTS AND INFLUENCE EXERCISED**

- The post holder will attend meetings and/or be a member of any committee as may be relevant to their role.
- The post holder will be directly responsible to the Managing Director and will closely with the Academic Lead (on-campus) and other HE colleagues on day-to-day student and programme related matters and will be expected to work across various teams and partners where relevant.

#### **DECISIONS**

Indicate the level which best describes the job holder's involvement in the decision-making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	x
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	
Has impact on department objectives	
Has impact on The London Institute of Banking & Finance objectives	x

**DEFINITION /CLARITY**

N/A

**ANY ADDITIONAL FEATURES OF NOTE**

None

**PERSON SPECIFICATION**

**Job Title:** Head of On-Campus Programmes  
**Reports to:** Managing Director  
**Department:** Higher Education

<b>Qualifications, knowledge and professional memberships</b>	<i>Essential / desirable?</i>	
First degree or equivalent qualification	E	
Prior experience of working in a programme management role	E	
Understanding of the higher education landscape	E	
Prior experience of supporting on-campus programmes/students	D	
Awareness of current and recent developments and debates within the education environment	D	
Awareness of the current financial services environment	D	
<b>Technical competencies (skills and experience)</b>	<i>Essential / desirable?</i>	
Strong administrative and organisational abilities	E	
Excellent attention to detail and a high level of accuracy	E	
Ability to prioritise, organise own workload and work to tight deadlines	E	
Strong customer orientation	E	
Excellent written and spoken communication skills	E	
Ability to work independently and as a member of a small team	E	
Excellent IT skills, both in terms of understanding the potential of technology to support learning and in the use of relevant office software packages	E	
<b>Core Competencies</b> (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	<b>Essential / desirable?</b>	<b>Core for all employees</b>
<b>Values</b>		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
<b>Skills and Experience</b>	<b>Essential / desirable?</b>	<b>Core or Enhanced</b>
Communicating effectively	E	En
Business thinking	E	En
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	En
Managing quality and standards	E	En
Applying judgement and taking decisions	E	En

Signed ..... Date ..... JOB HOLDER

Signed ..... Date ..... LINE MANAGER