

JOB DESCRIPTION

SECTION 1

BASIC DATA

Job Holder's Name:	TBA	Job Title:	Head of Business Operations, Professional Education
Reports to:	Managing Director	Location:	Canterbury or home based
Department:	Professional Education	Job Family:	Management

SECTION 2

ORGANISATION STRUCTURE

Please see Appendix A attached.

SECTION 3

OVERALL JOB PURPOSE

Professional Education represents almost 75% of the Institute's revenue and operates both within the UK and internationally. Specific income targets are developed in discussion with the Chief Executive and are approved by the Board of Governors as part of the Strategic Plan and annual Budget cycles.

The Head of Business Operations is responsible for managing teams who respond to requests for proposals, onboard clients, provide programme management and customer support.

The role requires working with many other teams within The London Institute of Banking & Finance both in the UK and internationally.

The postholder plays a leading role within the senior Management Team of Professional Education and will attend various internal and external committees.

SIZE/DIMENSIONS

Line management responsibility for a team looking after often complex tenders and onboarding business together with programme management and a customer services team covering all areas of the Professional Education area.

Revenue and cost targets to be achieved in line with The London Institute of Banking & Finance Strategic Plan and individual objectives.

The role requires working with many other teams within The London Institute of Banking & Finance to ensure delivery of client requirements.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF THE JOB

1. Take responsibility for all the support services within Professional Education.
2. Devise, implement and manage an appropriate workflow model to ensure appropriately high quality tenders are submitted together with the onboarding of business.
3. In conjunction with the Executive Programme Manager ensure tender pricing is agreed with the Managing Director, Professional Education
4. In conjunction with the Managing Director, Professional Education ensure all qualifications are priced appropriately and updated where required.
5. Take a lead in client and internal discussions once business has been won to ensure client expectations are met and the business is delivered.
6. Act as the primary liaison for Professional Education with the Learning Provision team.
7. Prepare and present updates to the Professional Education Senior Team and LIBF Senior Executive Team as and when required.
8. Devise and own the Succession Planning strategy for Professional Education.
9. Responsibility to ensure that the costs for Professional Education are within the agreed annual budget by way of careful cost control.
10. Work with the Managing Director, Professional Education on the strategic vision of Professional Education.
11. Ensure that the support for our membership offerings is delivered professionally which includes member queries and the membership renewal process.
12. Take responsibility for the co-ordination of engagement with the membership community. Regular liaison and planning must take place with the various business teams, Marketing, Business Operations/Customer Services and the MD of Professional Education.
13. Ensure Best Practice is implemented within the Customer services team to ensure customer expectations are met and existing practices are streamlined
14. Through all interactions with clients contribute to the development of a strong brand identity for The London Institute of Banking & Finance values and strengths.
15. Any other duties that may reasonably be required.

CONTACTS AND INFLUENCE EXERCISED

This is a role with considerable influence in terms of positioning The London Institute of Banking & Finance with corporate customers and within the learning and development market.

External contacts will be with personnel at all levels within business and operation lines and Learning and Development Teams.

Internal contacts at all levels.

DECISIONS

(How much freedom is there to provide solutions, and make decisions regarding the resolution of problems within the constraints of established guidelines or procedures, and supervision?)

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/directorate* objectives	X
Has impact on The London Institute of Banking & Finance objectives	

Examples of the decisions that are generally made by the job holder:

The post-holder is expected to implement procedures to enhance the delivery of new business and customer experience.

There will be flexibility of decision-making within agreed parameters.

DEFINITION /CLARITY

Exciting role Regular travel throughout the UK and on occasions internationally.

The post-holder should be prepared to work flexibly and on occasion extended hours, regularly spending time away from their office base, including overnight trips.

Signed: Job Holder Date

Signed: Line Manager Date

PERSON SPECIFICATION**Job Title:** Head of Business Operations, Professional Education**Reports to:** Managing Director, Professional Education**Department:** Professional Education

Qualifications, knowledge and professional memberships	Essential/ desirable?	
Good understanding of the broad spectrum of financial services provision.	D	
Good understanding of the HE and executive education sectors.	E	
Good understanding of the Regulatory sector of the industry.	D	
Good understanding and proven track record of corporate relationship building and business development.	E	
An understanding of the issues underpinning corporate/student acquisition and retention.	E	
Ability to understand and work within the framework and quality standards set by academic partners and academic regulators (QCA and QAA)	E	
Technical competencies (skills and experience)	Essential/ desirable?	
Proven and demonstrable experience in a business to business environment delivering growth and developing business activity.	D	
Passion and belief for education and learning.	E	
Proven business development and business to business sales skills.	D	
Commercially effective – drives revenue production and contributes effectively to the reputation of The London Institute of Banking & Finance.	E	
Ability to understand customer needs and priorities and provide quality services through creative problem solving and successful task execution.	E	
Ability to drive change in an operational environment.	E	
Drive, enthusiasm, initiative and a strong professional presence.	E	
Resilience and tenacity – whilst part of a team the role holder will often be working on their own in client/prospect premises.	E	
Empathy – the ability to put oneself in the shoes of the prospect/client	E	
Core Competencies (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)	Essential / desirable?	Step
Values		
Listening and Learning	E	2-1
Innovation	E	2
Support	E	1
Transparency	E	1
Collaboration	E	2
Skills and Experience		
Business thinking	E	1
Getting things done to achieve results	E/D	2/3
Customer Experience	E	2
Managing quality standards	E	4
Applying judgement and taking decisions	E	3
Managing individuals and teams (line managers only)	E	3

.....
 Signed by Job Holder Date

.....
 Signed by Line Manager Date

Appendix A

