



## **Senior Programme Manager (MSc/MBA)**

**January 2025**

**£46,000 - £50,000 per annum**

At ESCP Business School, we are committed to shaping future leaders with a global perspective and innovative approach. Our MSc and MBA programmes are at the heart of this mission, offering exceptional opportunities for academic and professional growth. To support this, we are seeking an experienced and driven Senior Programme Manager to join our Professional Services team.

Reporting directly to the Director of Student and Academic Services, you will lead the operational delivery of MSc/MBA programmes, ensuring excellence in programme administration, student support, and quality assurance. This is a pivotal role requiring strategic vision, leadership, and a commitment to high standards.

### **Knowledge Skills and Experience**

#### **Essential Requirements:**

- Be university educated, demonstrating a solid foundation of knowledge of higher education operations
- Proven experience leading and managing teams, including conducting performance appraisals, managing workloads, and promoting professional development.
- Significant experience in academic programme operations, including timetabling, student records management, quality assurance processes, and handling examinations.
- Demonstrated ability to provide high-quality student support, resolve queries, and ensure a positive student experience.
- Exceptional ability to manage multiple priorities, coordinate resources, and meet deadlines in a fast-paced environment.
- Excellent written and verbal communication skills, with the ability to build effective working relationships with internal and external stakeholders.

#### **Desirable Requirements:**

- Master's in Business Administration, Leadership or other related field
- Proficiency in multiple languages, particularly French, is advantageous but not essential for the role.

### **Main Duties and Responsibilities**

- Oversee the MSc/MBA programme team, providing guidance, training, and conducting performance appraisals to ensure a high-performing and collaborative environment.
- Manage all aspects of programme delivery, including timetabling, student records, registration, examinations, and thesis validation.
- Serve as the primary point of contact for student queries, monitor academic progress and attendance, and support initiatives that enhance the student experience.
- Work closely with academic directors and the quality team to implement and maintain robust quality assurance processes, including internal and external moderation.
- Liaise with internal and external stakeholders, such as the Language Centre, Admissions team, and Federal administration, to ensure consistent and effective programme management.
- Identify opportunities to streamline academic processes and improve operational efficiency across the MSc/MBA programmes.

### **What can ESCP offer you?**

- 30 days annual leave with the addition of Bank Holidays
- Company pension scheme with exceptional employer contributions
- Permanent Health Scheme
- Death in Service Insurance
- Private Healthcare after successful probation period
- Enhanced Paid Maternity & Paternity with length of service
- Enhanced Sick Pay with length of service
- Hybrid Working is available, upon negotiation with the line manager.
- On-site Cafe with Staff discount
- Exclusive discounts with surrounding local businesses
- Language lessons available in Spanish, Italian, German, French

### **Application details**

Applicants should submit a cover letter and CV to our Human Resources Department at [ukrecruitment@escp.eu](mailto:ukrecruitment@escp.eu). Please note the HR Department starts screening CVs and interviewing candidates from the start of the recruitment campaign. A successful candidate could progress to offer before the advertised closing date. We encourage you to apply as soon as possible.

ESCP Business School is committed to offer equal employment opportunities regardless of age, sexual orientation, gender, nationality, ethnic origin, disability or parental status. We base all our employment decisions on merit, job requirements and business needs.

For more information about the School please visit our website on [www.escp.eu](http://www.escp.eu)