

## Human Resources Department

### Job Description

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| <b>Post Title:</b>         | Learning Support Manager                                             |
| <b>Faculty/Department:</b> | Henley Business School, Africa                                       |
| <b>Reports to:</b>         | Head of Learning and Student Support or his/her designated authority |
| <b>Responsible for:</b>    | Relevant Programme Coordinators                                      |

#### Purpose

To provide student support and quality assurance, in collaboration with the HoLSS, across the Executive Education (Exec Ed) accredited and non-accredited programmes

#### Main duties and responsibilities

##### 1. Management of systems and processes

- To manage, *inter alia*, the administration, planning, co-ordination and reporting on the quality assurance and governance of programme modules, student progression, assessment, and graduation for all Executive Education programmes and students. This in close collaboration with the delivery unit in Exec Ed.
- To identify and share effective and efficient ways of working related to assessments and marks processes, aligned to our Learner Management System, in collaboration with the Senior Programme Managers (SPMs) in Exec Ed delivery, to support the Exec Ed team in their programme management tasks.
- To upskill staff on relevant processes in LSS that inform and assist with delivery of programmes to graduation.

##### 2. Data management and support

- To work collaboratively with the programme management teams in Exec Ed to gather relevant and accurate data for analysis, synthesis and reporting to internal and external stakeholders, for both customised accredited and non-accredited programmes.
- To gather data on and update records of all Recognition of Prior Learning students across the accredited programme suites and report on these students monthly at the internal Henley Africa Teaching and Learning Committee (TLC) meeting.

- To collect, maintain and report on student data, including progression of students (throughput), marks release (using Pelopele and Scout systems), graduation and other necessary data categories for various internal and external stakeholders.
- To manage, monitor and evaluate the marks committee process, in collaboration with the HoLSS, Head of Delivery, Deputy Head of Delivery and relevant SPMs.
- To align with all programme teams to ensure marks are released to classes on time and error free.
- To communicate all marks released, as well as errors identified, to the relevant stakeholders in Exec Ed and beyond.
- To manage the auditing process of all marks to be presented to the Teaching and Learning Committee, in collaboration with the relevant SPM's, HoLSS, and Head of Delivery in Exec Ed.
- To provide any new staff member/s with adequate training and support related to the marks process.
- To provide the HoLSS and Head of Delivery with monthly reports on marks presented and the trends identified or areas for particular attention.
- To provide the HoLSS and Head of Delivery with adequate data to support programme directors, faculty and programme managers with the identification and support measures for students we identify as being at risk.

### 3. Management and leadership

- To provide ongoing direction to direct reports (Programme Coordinators) in terms of roles, goal setting and performance management.
- To identify skills gaps in direct reports and oversee relevant training requirements.
- To operate across departments within the School, where necessary and feasible, to ensure standardisation of eg the marks process, showing a strong level of collegiality and trustworthiness.

### 4. Academic governance

- To inform relevant stakeholders of any changes impacting the academic governance across programme management and graduation and to communicate these to the relevant role players in Exec Ed and beyond, to ensure understanding.
- To provide regular upskilling sessions across Exec Ed and the Open departments, in collaboration with the HoLSS and the Head of Delivery.
- To work closely with HoLSS, informing him/her/they of any issues and/or challenges faced that require action.

The post holder will be expected to take on new duties in line with the growth of the school as directed by and in consultation with the Henley Africa Academic and Governance Director; and the Dean and Director.

### Success in the role:

1. Excellent results in stakeholder and student support and experience, with supporting evidence from key stakeholders.
2. Engaging and collaborative approach with the LSS and delivery teams, as well as teams beyond Exec Ed.
3. Advanced MSOffice skills, particularly on Excel.
4. Sound academic governance and strong experience of data collection, analysis and reporting.
5. An outstanding feedback and continual improvement process.
6. Processes up-to-date, known and accessible.
7. Good communication, with full awareness of the successes, results, key measures, challenges and failures.

### Terms and conditions

A full-time post located at Henley Business School, SA. Working hours are 40 hours per week. Due to the nature of the role, after-hour work may also be required. Overtime is not payable. Core office opening hours are 8:30 to 17:00 Monday to Friday, or in accordance with the hours associated with the post.

This document outlines the current duties required for this post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed. As such the post holder will be required to grow his/her career and take on new responsibilities.

## Person Specification

Job Title: Learning Support Manager

School:

Henley Business School, Africa

| Criteria               | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Desirable                                                                                                                                                                                                                                                                                                                                                                         |
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| <b>Skills Required</b> | <ul style="list-style-type: none"> <li>• Advanced MSOffice skills.</li> <li>• Excellent data collection, analysis, synthesis and reporting.</li> <li>• Proven strong team management skills and problem-solving ability demonstrated in previous work.</li> <li>• Proven ability to develop and manage key stakeholder relationships.</li> <li>• Good commercial awareness and understanding of key business challenges and trends.</li> <li>• Good team-working and interpersonal skills. Able to work cooperatively and effectively with HBS colleagues.</li> <li>• Able to act independently in a proactive manner.</li> <li>• Good organisational skills to juggle multiple priorities and meet deadlines.</li> <li>• Ability to create systems and processes that support an efficient and effective workflow and the ability to communicate changes to stakeholders.</li> </ul> | <ul style="list-style-type: none"> <li>• Good communication, presentation, persuasion and influencing skills at a senior level.</li> <li>• Good understanding of the higher education market.</li> <li>• Understanding of the Executive Education marketplace is advantageous.</li> <li>• Ability to teach/upskill others on relevant software packages, processes etc</li> </ul> |
| <b>Attainment</b>      | <ul style="list-style-type: none"> <li>• Educated to a degree level or equivalent in relevant business-</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                   |

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|                            | <p>related subjects.</p> <ul style="list-style-type: none"> <li>• A solid understanding of adult education.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |   |
| <b>Knowledge</b>           | <ul style="list-style-type: none"> <li>• Knowledge of the education market, specifically dealing with organisations and customised programmes.</li> <li>• Proven versatile technology management in varying contexts, particularly in higher education.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | • |
| <b>Relevant Experience</b> | <ul style="list-style-type: none"> <li>• 3 - 5 years' experience in a similar role.</li> <li>• Experience in a business school will be an added advantage.</li> <li>• Understanding of SAQA, DHET and CHE frameworks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |   |
| <b>Disposition</b>         | <ul style="list-style-type: none"> <li>• Energetic high performer.</li> <li>• Strong customer focus.</li> <li>• Strong drive for results.</li> <li>• Detail oriented.</li> <li>• Calm demeanor, especially under pressure.</li> <li>• Has the ability to teach others effectively.</li> <li>• Tenacious, resilient and flexible approach.</li> <li>• Able to maintain effectiveness under pressure, with tight deadlines, and when faced with rapidly shifting priorities.</li> <li>• Self-confident, with the ability to work independently.</li> <li>• Capacity both to initiate and adapt to change.</li> <li>• Resourceful, with good problem-solving ability.</li> <li>• Collegiate and collaborative approach.</li> <li>• Process oriented and systematic.</li> <li>• High level of personal integrity within client and delegate relationship management.</li> </ul> |   |

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|              | <ul style="list-style-type: none"> <li>• High levels of self-motivation, strong performance drive, an ambitious nature and the ability to 'make things happen'.</li> <li>• Mature management judgement, professional credibility, good business insight and effective communication skills in order to foster strong team-work and collaborate with internal and external stakeholders.</li> </ul> |  |
| <b>Other</b> | <ul style="list-style-type: none"> <li>• Ability to work on weekends if necessary for Executive education events or other client projects</li> </ul>                                                                                                                                                                                                                                               |  |