

## Human Resources

### Job Description

<b>Post Title:</b>	Senior Programme Manager
<b>Faculty/Department:</b>	Henley Business School, Africa
<b>Reports to:</b>	Head of Programme Delivery: Executive Education or his/her designated authority
<b>Responsible for:</b>	Programme Managers and Programme Coordinators

### Purpose

A Henley Business School Senior Programme Manager is a talented, enthusiastic and motivated individual who manages and coordinates teams to deliver on executive education programmes. Driven by excellence and possessing, *inter alia*, good project management skills, relationship skills and business acumen skills, the Senior Programme Manager is quick-thinking, agile, logical and holds true to the purpose of Henley Business School – that of *building the people who build the businesses that build Africa*.

### Success in the role

- Team view the SPM as supportive and leading with success.
- Creates a dynamic environment and establishes operating principles and values that are conducive to high performance.
- Increase in competencies and quality delivery of the team.
- Client and delegates' feedback of team shows continuous improvement.
- Programmes rated as highest quality in rankings and accreditations.

### Main duties and responsibilities

- Stakeholder engagement:
  - To be client and delegate-centric, relying on a strong understanding of Henley's executive education programmes, services and capabilities
  - To proactively seek to understand client and delegate's needs, expressed and implied, to ensure client satisfaction and delegate learning
  - To manage external suppliers and service providers
  - To ensure that relevant programme, client and team information is accessible and understood by internal stakeholders – the Director: Exec Ed, Head of Operations: Exec Ed and Head of Student Support: Exec Ed, in particular.
- Team leadership:
  - To collaborate closely with the Business Development, Ops and Finance departments within the School
  - To lead and manage a team with a strong focus on skills development, lean management and excellent service delivery

- To provide ongoing direction to individuals/teams in terms of roles, goal setting and performance standards
- To work effectively and efficiently in a dynamic environment
- To continuously develop team members in formal and informal ways
- Systems and processes:
  - To implement and monitor relevant systems and processes to serve the growing business and maintain high quality standards of the same
  - To manage all planning and coordination of modules, assessments, progression, and submissions for a range of programmes, managed by direct reports - Programme Managers and Coordinators
  - To manage information and databases relating to customer relationship management
  - To provide comprehensive updates and reports for the EE Director around programme progress, client relationship management and finance issues
  - To work collaboratively with the head of Student Support to ensure delegate data is correct and accessible to key stakeholders
- Operational finance:
  - To formulate and manage budgets and schedules, and plan and deliver on various programme types
  - To monitor and report regularly on progress against budgets and other forecasts, in collaboration with the Head of Operations, Exec Ed and the Finance Officer

## **Supervision received**

This senior role reports to the Head of Programme Delivery: Executive Education or his/her delegated authority. The post holder will be expected to work independently and to lead in the area of responsibility and be capable of managing within agreed guidelines and to specific deadlines.

## **Supervision given**

The post holder will manage programme managers and programme coordinators involved in a portfolio of education programmes.

## **Terms and conditions**

There are no specified hours of work; you will be required to work such hours as necessary to carry out the duties associated with the post and within the COVID-19 and Henley Business School guidelines. This will include some out of office hours and weekends depending on the needs of the business. Overtime is not payable. Core office opening hours are 8:30 to 17:00 Monday to Friday. This is a full-time position.

This document outlines the duties required for the time being of the 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.

**Date assessed: 01 September 2022**

## Person Specification

**School/Department: HBS Africa**

**Job Title: Senior Programme Manager**

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• A solid understanding of the education environment</li> <li>• Strong ability to collaborate inter and intra-departmentally (inter alia Finance, HR, Operations, PR, Marketing and other service providers)</li> <li>• High ability to communicate across all media</li> </ul>	<ul style="list-style-type: none"> <li>• A solid understanding of the education environment</li> <li>• Strong ability to collaborate inter and intra-departmentally (inter alia Finance, HR, Operations, PR, Marketing and other service providers)</li> <li>• High ability to communicate across all media</li> </ul>
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• 3-year degree (NQF Level 7)</li> </ul>	<ul style="list-style-type: none"> <li>• Post Graduate qualification</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A solid understanding of the education environment</li> <li>• Possessing good business acumen</li> <li>• Solid product knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• A solid understanding of the education environment</li> <li>• Possessing good business acumen</li> <li>• Solid product knowledge</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• A strong and focused approach to financial and resource management</li> <li>• Ability to manage teams and develop others</li> <li>• Proficiency on all relevant ICT platforms</li> <li>• Proficiency in the MS Office suite</li> </ul>	<ul style="list-style-type: none"> <li>• A strong and focused approach to financial and resource management</li> <li>• Ability to manage teams and develop others</li> <li>• Proficiency on all relevant ICT platforms</li> <li>• Proficiency in the MS Office suite</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• An affinity with Henley Business School's customers, clients, mission and products along with demonstrable empathy and enthusiasm for academic endeavour and professional education</li> </ul>	<ul style="list-style-type: none"> <li>• An affinity with Henley Business School's customers, clients, mission and products along with demonstrable</li> </ul>



	<ul style="list-style-type: none"><li>• Good self-motivation, resilience, and agility</li><li>• Good problem-solving and decision-making skills</li><li>• Good leadership, judgement and credibility</li><li>• Effective communication skills in order to foster strong teamwork</li></ul>	<p>empathy and enthusiasm for academic endeavour and professional education</p> <ul style="list-style-type: none"><li>• Good self-motivation, resilience, and agility</li><li>• Good problem-solving and decision-making skills</li><li>• Good leadership, judgement and credibility</li><li>• Effective communication skills in order to foster strong teamwork</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Be able to work flexible hours, which would include some evenings and weekends to accommodate the various programmes</li><li>• Be able to grow a career and take on new responsibilities</li><li>• Own reliable transportation</li></ul>	<ul style="list-style-type: none"><li>• Be able to work flexible hours, which would include some evenings and weekends to accommodate the various programmes</li><li>• Be able to grow a career and take on new responsibilities</li><li>• Own reliable transportation</li></ul>
Date: 01 September 2022		