

HENLEY BUSINESS SCHOOL AFRICA

EXECUTIVE EDUCATION PROGRAMME MANAGER POSITION

As a programme manager in our growing Executive Education (Exec Ed) division, the incumbent will work closely with the Executive Education Director and, other programme managers, academics, tutors and coaches – both local and international. The incumbent will be expected to:

- Develop self and others – striving for excellence, encouraging success and learning.
- Develop and enhance the operational delivery of the Executive Education courses to enrich the Henley experience at all times, in line with our mission, that of “building the people who build the businesses that build Africa”.
- Enhance the Henley brand and client experience continuously. This will include brand management of the programmes, as well as communication and stakeholder relationship management.
- Support the consistent delivery of the Exec Ed programmes for all programme members (delegates) during their course of studies.
- Support the programme members continuously through management of the support process, through liaison with clients, programme directors, tutors, programme administrators and outside providers, so that programmes are delivered to the highest standard.
- Build and maintain effective relationships with students, faculty, Henley staff and other stakeholders.
- Communicate continuously and build effective relationships with all stakeholders in Henley Africa and Henley UK (when necessary), ensuring continued exceptional service delivery and promoting the high quality image of the School.
- Manage all planning, course administration and coordination of modules, assessments, progression, submissions and graduation for a range of programmes. In addition, manage budgets and schedules, and plan and deliver on projects.
- Maintain the CRM information and online learning areas of specific programmes.
- Manage a team of programme administrators with a strong focus on skills development and service delivery (when necessary).
- Render quality administrative services to all potential and registered programme members.

The role is expected to evolve as the business grows and the incumbent will be expected to carry out new duties as directed by the Executive Education Director.

In order to make a success of this high profile team role, the incumbent will need to have relevant experience, be task-focused, have an eye for attention to detail, have good ICT skills and be an exceptional project manager who is capable of working in – and bringing stability to - complex and innovative learning environments. Other attributes that this role requires include proven leadership ability, decision-making skills, emotional maturity, customer-centricity, as well as the ability to work under pressure and meet deadlines.

ADDITIONAL REQUIREMENTS

- Be able to work flexible hours, which would include some evenings and weekends to accommodate the various programmes
- Be able to grow a career and take on new responsibilities
- Have a proven track record in a similar role and / or environment
- Have a car with valid South African driver's license
- You may be required to travel outside of Gauteng
- Appropriate bachelor's degree or equivalent qualification is preferable and 3 – 5 years' work experience in a similar field

The closing date for applications is **01 December 2017**.