

Human Resources

Job Description

Post Title:	Senior Programme Manager: Team Leader
Faculty/Department:	Henley Business School, Africa / MBA department
Reports to:	MBA Director
Responsible for:	The post holder will lead a team of programme managers, mentors and administrators involved in the MBA and PGDip programmes.

Purpose

Lead a team and transfer high level skills and expertise to develop and enhance the operational delivery of the postgraduate diploma and flexible executive MBA programme to enrich the Henley experience at all times, in line with the mission of “we build the people who build the businesses that build Africa”

Success in the role:

1. Programmes rated as highest quality in rankings and accreditations
2. Increase in competencies and quality delivery of the team
3. Students’ feedback of team shows continuous improvement
4. Team view the leader as supportive and leading with success

Main duties and responsibilities

- Play the role of programme manager in being responsible for intakes
- As team leader amongst a team of programme managers; mentors the team, transferring a high level of skills and competencies, taking responsibility for the output and synergy of the team
- Challenge the team and set stretch goals for the team to optimise performance
- Liaise with the external role players involved in the performance of the team, for example the mentors and tutors
- Enhance the Henley brand and experience continuously
- Support the consistent delivery of the MBA programme for all programme members (students) during their studies through managing intakes continuously
- Continuous programme member support through management of the support process through liaison with programme managers, mentors and tutors
- Build and maintain effective relationships with programme members, faculty, Henley SA staff, administrative staff at Henley UK and other stakeholders
- Continuous communication and effective relationships with all stakeholders in Henley Africa

and Henley UK ensuring continued exceptional service delivery and promoting the high quality image of the school

- Manage all planning, administration and coordination of workshops, examinations, re-registration, progression, submissions and graduation related to the MBA programme
- Maintain the CRM information and online learning areas of specific intakes
- Render quality administrative services to all potential and registered programme members
- Attend the MANCO and Academic board meetings on behalf of the Academic Programmes Director as and when necessary
- Lead a high performance team through collaboration and the approach of negotiation
- Strong ability to bond; separate the person from the problem; identify the needs of self and others, through constant dialogue and mutual beneficial gain
- Lead and manage a team of programme managers and administrators with a strong focus on skills development and service delivery
- Actively engage in personal and professional development in order to ensure skills growth

The role is expected to evolve as the business grows and the job holder will be expected to carry out new duties as directed by the MBA Director.

Supervision received

This senior role reports to the MBA Director. The post holder will be expected to work independently and to lead the area of responsibility and be capable of directing the School within agreed guidelines and to specific deadlines.

Supervision given

The post holder will manage tutors, programme managers, and administrators of the MBA department.

Measurements of how you are doing as a leader:

- Do they (the team) learn?
- Do they deliver good customer service?
- Do they manage conflict?
- Do they initiate change?
- Are they growing and getting promoted?

Contact

The post holder will have extensive liaison within Henley Business School and Reading University including: Senior Academic and non-academic staff within Henley Business School, key alumni, various departments of Henley Business School and international associates, various departments of UoR, current students and/or programme members.

Externally the post holder working directly with the MBA director and will manage a range of relationships at a senior level including: clients and their participants, professional bodies, partner business schools, programme contributors and agents.

Terms and conditions

A full-time post located at Henley Business School, SA. Working hours are 40 hours per week. However, you will be required to work such hours as are necessary to carry out the duties associated with the post. 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 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 postholder will be required to grow his/her career and take on new responsibilities.

If interested please submit the following documents through to growing@henleysa.ac.za.

- Completed job application form (as attached)
 - A motivation letter of how your experience, skills, qualifications and knowledge meet the key selection criteria listed in the advert
 - A copy of your CV
1. Please ensure you combine all application documents into one single attachment rather than multiple attachments. Save the file name as: **job title, followed by first name, surname.**
 2. The subject line in the email should read the same as the file name.

The closing date for applications is **28 November 2017**. Candidates will be notified within two weeks if they have been shortlisted.

Person Specification

Job Title: Senior Programme Manager: Team Leader		School/Department: MBA, HBS Africa
Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent communications, empathy and interpersonal skills • Computer literate, working with databases and information management systems • Administrative ability • Strong verbal and written communication and interpersonal skills • Ability to work to and maintain effective systems and procedures • Attention to detail and high level of accuracy and methodical working • Confidence in being able to successfully build and develop professional relationships 	<ul style="list-style-type: none"> • Strong decision making skills • Excellent leadership skills • Experience in providing a professional service to customer groups from varied, diverging and demanding international and cultural backgrounds
Attainment	<ul style="list-style-type: none"> • A relevant first degree or equivalent 	<ul style="list-style-type: none"> • Honours and/or Master degree
Knowledge	<ul style="list-style-type: none"> • Strong understanding of Microsoft Office applications – Word, Excel, Outlook, PowerPoint • Educational processes and procedures 	<ul style="list-style-type: none"> • Experience of automated student record and financial systems. • An understanding of the administrative requirements in the higher education sector
Relevant Experience	<ul style="list-style-type: none"> • Experience in a customer-facing university / business school environment • Relationship building, stakeholder relations and working with respect for others • Customer relations skills • Efficient and effective management of postgraduate studies • Experience of administration in a busy office environment 	<ul style="list-style-type: none"> • Significant experience in working with minimal supervision
Disposition	<ul style="list-style-type: none"> • Empathic • Confident to speak/present to a group • Recognises high standards of customer-focused service delivery • Pro-active, energetic and flexible approach • Patient, friendly and welcoming manner 	<ul style="list-style-type: none"> • Remains calm under pressure • Comfortable dealing with a diverse, mature mix of customers
Characteristics of a high performance leader:	<ul style="list-style-type: none"> • Courage, confidence, discipline, imagination, initiative, emotional intelligence, patience, perseverance and purpose 	
Other	<ul style="list-style-type: none"> • Be able to work some evenings and weekends • A passion for learning 	<ul style="list-style-type: none"> • Be able to grow a career and take on new responsibilities