

Human Resources Department

Job Description

Post Title:	Programme Coordinator
Faculty/Department:	Henley Business School, Africa
Reports to:	MBA Director or his/her designated authority
Responsible for:	DBA process administration

Purpose

This role is to provide professional administrative support for the delivery of Henley Business School programmes. Working with key stakeholders to provide efficient and effective coordination of the DBA/MBA programmes and to deliver excellent, high-quality customer service for programme members. The post holder will collaborate with Programme Directors, faculty and other professional staff within Henley Business School and the broader University to deliver a high-quality student experience and coordinate the smooth delivery of programme operations.

Main Duties and Responsibilities

Administration and Coordination

- Liaise with relevant teams and applicants to ensure an effective onboarding process and track applicants to complete the application process
- To set up and manage programme workshops when required, liaising with external tutors, mentors and supervisors and coordinating attendance for all relevant students. Provide all necessary documentation and student support.
- Provide first line contact with delegates on designated programmes, responding promptly, professionally and accurately to requests for information across a broad range of topics. The post holder will also work closely with the Senior Programme Manager to ensure that a consistent high level of customer support is provided.

- Provide student data and reports when requested, maintain programme trackers, student records, and programme documentation effectively, to ensure high levels of quality assurance
- Oversee programme-related finance in line with agreed budgets, liaising with appropriate stakeholders
- Manage arrangements for workshops and other inter-module activities, which may be scheduled for delivery, ensuring that programmes are set up and run to a high professional standard. Attend these events as appropriate.
- Ensure the learning platforms are populated with the correct information and maintained with relevant and up-to-date programme materials in line with correct branding and copyright guidelines.
- Monitor workshop evaluation feedback and escalate issues as appropriate.
- Assist with the administration of research proposals, ethics submissions, and thesis examination processes
- Maintain accurate student records and lead on quality control checks so that accurate and reliable information is available to all stakeholders. Provide data reports from university systems to stakeholders, checking for errors
- Identify and contribute to the development of processes, systems, materials and communications to improve efficiency throughout the programme lifecycle.
- Oversee the examination process of the DBA

Programme Support

- Provide advice and guidance for students, delegates and stakeholders to ensure effective handling and signposting of their queries
- Work closely with Programme Managers on preparing progression reports. Track and monitor student progress against programme milestones and compliance requirements
- Notify colleagues (Senior Programme Manager or Programme Director as appropriate) of potential issues and problems, seeking support and guidance

Stakeholder Relationship Management

- Build effective relationships with faculty and students and other key stakeholders.
- Support student well-being and engagement initiatives, ensuring a positive candidate experience.

- Collaborate with internal teams (academic staff, operations, finance, marketing) to ensure aligned delivery.
- Liaise with supervisors, research committees, and examiners to facilitate approvals and reviews.
- Assist the Director of Academic Tutoring with the administration of the engagement policy

Self-Management and Teamwork

- Liaise with administrators in the wider team to identify and contribute to the development of processes, systems, materials and communications to improve efficiency throughout the programme lifecycle
- Contribute to team objectives by relieving workload pressures on colleagues.
- Uphold Henley's values, maintaining professionalism and customer focus in all interactions.
- Maintain an in-depth understanding of university policies to ensure they are adhered to during the delegates' studies.

Success factors

- **High-quality delivery of programmes:** Smooth coordination and administration of DBA and MBA programmes, with minimal disruption and consistently positive participant feedback.
- **Support for new programme launches:** Effective contribution to the successful rollout of MBA and DBA programmes, ensuring readiness in systems, logistics, and administration.
- **Operational efficiency:** Demonstrated ability to reduce administrative bottlenecks, streamline processes, and ensure accurate records and compliance with audit requirements.
- **Stakeholder satisfaction:** Positive feedback from faculty, clients, and students, reflecting professional, timely, and solution-focused communication.
- **Team support and workload balance:** Noticeable relief of pressure on existing Programme Managers and Coordinators, contributing to a sustainable and collaborative team environment.
- **Continuous improvement:** Evidence of proactive process enhancements in programme administration and coordination, leading to measurable gains in efficiency and service quality.
- **Consistency in academic standards:** Accurate management of student and delegate records, certificates, and assessments across programmes.

Supervision received

This role reports to the MBA Director, who provides direction, support, general advice and guidance.

Supervision given

The post holder will not have direct line management responsibility but is expected to work collaboratively within the team.

Other activities

The postholder will undertake other appropriate activities and projects which may be allocated by the Director from time to time. The successful applicant must be flexible in routinely supporting evening and weekend working.

Contacts

Staff, students and alumni across the Henley Business School.

Terms and conditions

A full-time post located at Henley Business School, SA. Working hours are 40 hours per week. Evening and weekend work is also a requirement. Time-off-in-lieu (TOIL) is permitted for this, with prior approval obtained from the Director. 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 does 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	School/Department
Programme Coordinator	Henley Business School, Africa

Criteria	Essential	Desirable
Skills Required	• Strong verbal and written communication skills and the ability to communicate with a range of stakeholders. • Confidence in being able to successfully build and develop professional relationships. • Ability to maintain effective administrative systems and procedures. • Attention to detail and a high level of accuracy and methodical work. • Proven administrative and coordination experience in education or executive learning. • Ability to manage programmes concurrently. • Strong organisational, planning, and problem-solving skills. • Excellent communication skills with high attention to customer service. • Strong Organisational and planning skills and the ability to prioritise and complete multiple tasks to agreed timescales.	• Experience in providing a professional service to customer groups from varying backgrounds. • Experience with automated student record and financial systems, e.g., RISIS, Blackboard
Attainment	• Relevant tertiary qualification (NQF 5 – 7).	• Degree or equivalent professional experience
Knowledge	• Strong understanding of Microsoft Office applications – Word, Excel, Outlook, PowerPoint.	• An understanding of the administrative requirements in the HE sectors. • Knowledge of current customers management practices
Relevant Experience	• Strong administrative background • Experience working in a customer-facing role and evidence of providing a high-quality service • Experience in administration in a dynamic office environment providing a	• Experience in working under minimal supervision. • Experience supporting executive/professional short courses. • Familiarity with higher education administration systems. • Event or workshop coordination

	professional service to a variety of internal and external stakeholders. • Proven IT skills, including Word, Excel and PowerPoint at least intermediate level, plus the ability to demonstrate proficiency in the development and use of databases. • Methodical, excellent planning and organisational skills to ensure prioritisation and completion of multiple tasks.	experience at scale.
Disposition	• Recognises high standards of customer-focused service delivery. • Patient, friendly and welcoming manner. • Energetic and flexible approach.	• Remains calm under pressure Comfortable dealing with a diverse, mature mix of customers.
Other	• Willingness to work at weekends. • Flexible approach to work in order to meet deadlines • Willingness to work outside normal working hours to cover events (including weekends	