

Human Resources Department

Job Description

Post Title:	Programme Coordinator
Faculty/Department:	Henley Business School, Africa
Reports to:	Director of MBA Programmes or his/her designated authority

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 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

Programme Administration and Coordination

- Coordinate the day-to-day running of the MBA programme, ensuring smooth delivery of academic and administrative activities.
- 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 Programme Manager to ensure that a consistent high level of customer support is provided.
- 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.
- Maintain delegate records and support quality checks so that accurate and reliable information is available to all stakeholders. Assist in providing data reports and checks when requested to.
- Notify colleagues (Senior Programme Managers or Programme Manager as appropriate) to potential issues and problems, seeking support and guidance
- Prepare and coordinate workshop logistics, schedules, venue bookings, and catering.
- Handle workshop evaluations and feedback collection for continuous improvement.
- Arrange MBA team meetings and prepare the minutes.
- 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.

Academic and Progression Management

- Track student progression throughout the programme, ensuring that all module requirements and submissions are completed in line with deadlines.
- Monitor cohort progression reports to identify students who may be **at risk** (e.g., delayed submissions and non-attendance).
- Work closely with Programme Managers to implement early intervention and support plans for at-risk students.
- Maintain accurate and updated student records in systems to ensure progression data integrity
- Support quality assurance activities such as student feedback collection, analysis, and reporting.

Stakeholder Relationship Management

- Collaborate closely with Programme Managers, faculty, and administrative teams to ensure a seamless programme experience.
- Build effective relationships with faculty, students, and clients across both short courses and accredited programmes.
- Act as a responsive point of contact for queries, ensuring timely resolution and high-quality service.
- Collaborate with internal teams (academic staff, operations, finance, marketing) to ensure aligned delivery.

Self-Management and Teamwork

- Contribute to team objectives by relieving workload pressures on colleagues.
- Proactively identify risks, escalate when necessary, and propose practical solutions.
- 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 MBA programmes:** Smooth coordination and administration of MBA programmes with minimal disruption and consistently positive participant feedback.
- **Strong organisational and planning skills:** with exceptional attention to detail
- **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.

Supervision received

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

Supervision given

The post holder will 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, SA

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	MBA

Criteria	Essential	Desirable
Skills Required	- Proven administrative and coordination experience in education or executive learning. - Ability to manage multiple short courses concurrently. - Strong organisational, planning, and problem-solving skills. - Excellent communication skills with high attention to customer service.	- Familiarity with higher education administration systems. - Event or workshop coordination experience at scale.
Attainment	Relevant tertiary qualification (NQF 7) in business, education, or related field.	An Honours Degree or equivalent professional experience.
Knowledge	- Strong understanding of Microsoft Office applications - Word, Excel, Outlook, PowerPoint. - Understanding of administrative requirements in higher education. - Awareness of customer service principles and stakeholder management.	Knowledge of project management approaches and methodologies.
Relevant Experience	At least 3 years' experience in an administration and coordination-related role.	- Experience in a learning environment. - Experience of automated student record and financial systems.

	• Experience in programme administration within the educational sector. • Experience of providing professional service to customer groups from varying backgrounds. • Experience of organising events and/or workshops.	• Experience of coordinating professional development or executive short courses.
Disposition	• High standards of customer-focused service delivery. • Empathetic, patient, friendly and welcoming manner. • High degree of professionalism, discretion, and commitment to student service excellence • Energetic and flexible approach. • Remains calm under pressure. • Comfortable dealing with a diverse, mature mix of customers.	
Other	• Willingness to work some evenings and weekends in line with programme delivery schedules. • Commitment to professional development	