

Human Resources Department

Job Description

Post Title:	Senior Programme Manager
Faculty/Department:	Henley Business School, Africa
Reports to:	MBA Director
Responsible for:	Programme Managers and Programme Coordinators

Purpose

A Henley Business School Senior Programme Manager (SPM) is a talented, enthusiastic, and motivated individual who leads and manages the delivery of educational programmes, specifically within the context of Henley's MBA Programme. Driven by excellence and equipped with strong project management, relationship-building, and business acumen skills, the SPM coordinates teams to ensure that programmes are delivered efficiently, meet high standards of quality, and align with the needs of delegates and other stakeholders.

Quick-thinking, agile, and logical, the SPM is committed to the broader mission of Henley Business School: *building the people who build the businesses that build Africa*. This role involves a strong focus on stakeholder engagement, team leadership, systems and process management, and operational finance, ensuring that the programmes contribute meaningfully to the school's impact on the continent.

Success in the role

- Team views 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.
- Delegate and other stakeholder feedback shows continuous improvement in the team.
- Programmes rated as highest quality in rankings and accreditations.

Main duties and responsibilities

Stakeholder engagement

- To provide line management support to ensure a highly motivated and high performing team; and will build strong collaborative relationships with key stakeholders across the Business School and wider University.
- To work alongside senior academic and professional services colleagues to manage and enhance the operational delivery of our Leadership programmes, with direction from the MBA Director.
- To be delegate centric and ensure efficient administrative systems and processes that enable a seamless customer experience.
- To proactively seek to understand delegate and other stakeholder needs, expressed and implied, to ensure delegate satisfaction and engagement.
- To manage external and internal suppliers.
- To ensure that relevant programme and team information is accessible and understood by internal stakeholders – the MBA Director in particular.
- Build and maintain effective relationships with programme members, faculty, Henley SA staff, administrative staff at Henley UK and other stakeholders.
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- 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

Team leadership

- To collaborate closely with the Business Development, Operations 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.
- Act as the escalation point for any team related issues or enquiries.
- 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.
- Allocate workload across the team to maximise team resources and utilise skills within the team.

Systems and processes

- Document and develop procedures, processes and guidance on operational tasks related to programme administration, ensuring a consistent approach across the immediate team, and work with Programme Managers to leverage best practice and find efficiencies.
- To monitor relevant systems and processes to serve the growing business and maintain high quality standards of the same.
- To guide the team on any new systems and processes.
- To manage all planning and coordination of modules, assessments, progression, and submissions for MBA 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 HOD around programme progress, delegate engagement and finance issues.

- To ensure delegate data is correct and accessible to key stakeholders.
- ensure the appropriate use of RISIS (student database) and Canvas (the student Virtual Learning Platform).
- update relevant Programme documentation, student communications and University governance documents.

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 HOD and the Finance department.

Supervision received

This senior role reports to the MBA Director 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 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.

Person Specification

Job Title	School/Department
Senior Programme Manager	MBA Department

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • A solid understanding of the education environment • Strong ability to collaborate inter and intra-departmentally (inter alia Finance, HR, Operations, PR, Marketing and other service providers) • High ability to communicate across all media • Experience of line management in a team context and ability to motivate and lead a team • Attention to detail and high level of accuracy and methodical working 	<ul style="list-style-type: none"> • Proficiency with education management systems such as CRM, LMS, etc to facilitate data driven reporting
Attainment	<ul style="list-style-type: none"> • 3-year degree (NQF Level 7) 	<ul style="list-style-type: none"> • Post Graduate qualification
Knowledge	<ul style="list-style-type: none"> • A solid understanding of the education environment • Possessing good business acumen • Solid product knowledge 	
Relevant Experience	<ul style="list-style-type: none"> • A strong and focused approach to financial and resource management • Ability to manage teams and develop others • Proficiency on all relevant ICT platforms • Proficiency in the MS Office suite 	
Disposition	<ul style="list-style-type: none"> • An affinity with Henley Business School's learners, mission and products along with demonstrable empathy and enthusiasm for 	<ul style="list-style-type: none"> • Able to manage complex schedules and resource planning in advance.

	<p>academic endeavour and professional education</p> <ul style="list-style-type: none"> • Good self-motivation, resilience, and agility • Good problem-solving and decision-making skills • Good leadership, judgement and credibility • Effective communication skills in order to foster strong teamwork • An affinity for systems and understanding how they integrate. Ability to identify areas for improvement and take responsibility to seeing projects through to fruition • Ability to provide support for selling of programme for ad hoc or organised groups of prospective students • Strong logical predisposition to support data driven reporting and decision making • Detailed and methodical with forward thinking orientation and ability to plan ahead; from 1-2 years to 1-2 weeks. 	
<p>Other</p>	<ul style="list-style-type: none"> • 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 • Own reliable transportation 	