



Programme Manager

Job Specification and Role Profile

What we do

We make leadership, learning and life better by creating amazing experiences for our clients and consultants through managing our bespoke leadership programs.

How?

Through our customized leadership programs that are delivered at the world's best business schools. We deliver across the world to dozens of organizations. We also do a lot of research, we have been investigating Happiness at Work for over 14 years. In addition, we also do Coaching - through 1-1 executive coaching to delivering an accredited coaching program.

Who we are

A small team of 8 colleagues including Directors and Program Managers. We also have a network of 80 executive coaches and facilitators scattered across the world. When we get a consultancy project, we allocate a Client Director, Program Manager and a bunch of consultants. We serve dozens of clients at any given time and 95% of them come back for more.

Who you are

You are the bridge between our consultants and clients. This means really understanding and tuning into what our clients need and making sure our consultants know what to do and by when. You will be dealing with the essentials; managing safety, quality, plans and commercials. Plus, really identifying how do we best give the client what they need so we not only retain them, but deepen our partnership even further.

You'll also be:

- acclimatized to a fast-paced, project management, environment while managing multiple stakeholders
- familiar with, or comfortable, working within an associate model
- passionate about creating positive change that leads to demonstrable impact
- self-motivated and efficient when it comes to the task at hand
- commercially savvy, you know the numbers and how to report and make decisions
- creative, imaginative and innovative and willing to collaborate when help is required
- able to thrive under ambiguity and create clarity
- outcomes and solutions-focused
- an exceptional communicator, both verbal and written, with a deep understanding of effective stakeholder management
- empathetic, warm and a great team player



The team you'll work with

Reporting directly to the Client Director for each project, and with oversight by the Operations Director, you will work as a member within the client services team, who are accountable for:

- managing client and key stakeholder engagements and communications
- managing resourcing and logistics for all client projects
- supporting our wider iOpener community to design and deliver world-class programs
- helping Client Directors to manage the commercials for all projects

The role

1. Key Tasks

Examples of the kind of tasks you would undertake would include:

- overseeing client projects, from proposal through to the delivery phase
- creating project plans, and maintaining financial margins and budgets on programs
- ensuring that iOpener IP is stored properly and kept up to date
- spearheading logistical, setup and material arrangements for projects while ensuring all stakeholders are kept in the loop and have what they need
- setting up and running MS Teams/Zoomrooms for meetings and virtual learning

2. Essential Skills You will be:

- experienced in managing projects, ideally within a Learning & Development or Consultancy environment
- a capable user of MS office Suite - you can make high impact, visual slides and word documents
- proactive in managing your own workload & priorities - there is a lot of autonomy!
- an exceptionally talented communicator. You are speaking to senior HR Directors to Deans at Business Schools
- a critical thinker and attentive to detail
- offer technical support such as supporting a MS Teams/Zoom delivery, sometimes on a weekend
- sharing the impact of our consultancy on social media
- managing and supporting online meetings and training

3. Desirable Skills

We would also love if you had experience and interest in:

- using Typeform, HubSpot, and/or WorkFlowMax
- using publishing software such as Adobe InDesign
- designing graphics with a keen eye for aesthetics



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