THE UNIVERSITY OF NEW SOUTH WALES
PROGRAM MANAGER
POSITION DESCRIPTION

Position title: Program Manager  Level: 6
Unit: AGSM – Executive Programs  Faculty: Australian School of Business
Written by: Susan Alleyn  Date: 2012

A. JOB PURPOSE

The Program Manager (PM) occupies a key role within the AGSM Executive Programs (XP) and works closely with the Client Relationship Managers, the marketing and client services team and the Faculty and clients of the AGSM XP.

The PM is responsible for the preparation & management of all operational and logistical aspects of programs in order to ensure that all programs are delivered on-time; on budget and to AGSM XP quality standards. The PM is to ensure a comprehensive, responsive client focussed coordination and delivery of executive programs (Custom, Consortium, Tailored, Open, Lean and Executive Development Services) and is expected to lead thinking and anticipate needs in the planning and management of all program delivery requirements.

B. MAIN DUTIES

Program Operations and Management
- Manage and deliver all programs according to agreed timelines; budgets and quality standards
- Successfully manage communication between client, faculty, presenter and participants
- Ensure all pre-program, in-program and post-program requirements are handled smoothly with a high degree of accuracy
- Prepare, issue and monitor faculty contracts
- Manage all venue requirements

Faculty & Presenter Service Management
- Develop and maintain an effective working relationship with all stakeholders on programs and communicate critical dates and timelines to the delivery team
- Set up client, faculty and service department pre-program & debrief meetings
- Coordinate the dissemination of program evaluation feedback

Finance and Budgets
- Provide general financial advice relating to fixed and variable program costs; reconciliation of program costs; payment processing
Management of the overall client/participant experience

- Collate relevant information on client organisation and distribute to relevant stakeholders
- Attend all program meetings/follow-ups fully prepared with appropriate materials/presentation
- Liaise with clients in an appropriate manner on a regular basis and at all times uphold client confidentiality
- Identify future opportunities with the client (and participants) and forward intelligence to Partnership Manager

Management of processes, procedures and systems

- Comply with agreed systems and processes to develop efficiencies and standardisation in the program delivery process
- Identify potential for error and use best endeavours to correct without disruption to program delivery
- Be a proactive team member in identifying and implementing processes and systems improvements

Team collaboration

- Support other team members when required during critical periods
- Work effectively as a true team member & ensure that there is an identified understudy for each program to ensure appropriate risk management
- Process own the centralised administration functions and process improvement projects

C. ENVIRONMENT

Australian School of Business

The Australian School of Business (ASB) at UNSW is Australia’s leading business school and a powerhouse of business education and research in the Asia Pacific region.

The School was established in 2007 when the Faculty of Commerce and Economics (UNSW) merged with the Australian Graduate School of Management (AGSM), to form the Australian School of Business. Both the former Faculty of Commerce and Economics and the Australian Graduate School of Management had been offering high quality business programs for many decades, with the Faculty opening to students in 1955 and the AGSM in 1977.

Executive Education (EE)

EE delivers a range of services to meet the executive and management development needs of large organisations. This includes programs (Open, Custom, Tailored, Lean, Consortium) and related services including coaching, mentoring, facilitation, research and consulting, to flexibly meet clients needs. The programs offered are based on postgraduate programs delivered by the faculty or programs customised to specifically meet corporate clients and market demand. Faculty used on the XP programs comprise tenured ASB faculty and adjunct faculty drawn from the greater academic community both within UNSW and other academic institutions and practitioners from the greater business community.
EE’s target clients are the top 200 listed companies in Australia and the mid-market. Our custom program relationships are typically long and well established. Our open program suite attracts participants from Australia and abroad. As AGSM Executive Programs the business unit has been independently voted by the FT (UK) as a leading provider of executive education from all Australian based business schools from 2002-2006.

The nature of our client based and the programs we deliver does result in the need for staff to work variable hours from time to time and may also entail travel interstate.

Statistics

XP Open & Custom Programs range from 1 day to 10 day programs.

The PM may be responsible for up to 20 programs over a calendar year.

Responsibility encompasses pre-program preparation – (2 -3 days for each day of program delivery) in addition to the day-to-day management of the program in delivery and follow-up requirements.

Programs are to be delivered on time and on budget and to agreed quality standards. The PM is responsible for the budget coordination/reconciliation for each program.

Program cohort vary in size – the average cohort size is 15 – 20 participants

Financial delegation: $5000

Reporting Relationships

Supervisor’s title: Director, Client Experience

Other positions reporting to the supervisor: Project Operations Coordinator, Product Specialist – Lean Six Sigma, Client Services team (6)

Positions reporting to this position: Nil

Other relationships:
- XP Senior Management Team
- XP – CRM’s
- Client Services & Marketing Teams
- ASB Faculty Presenters
- Adjunct Faculty Presenters
- Key Suppliers and Venue Managers
- Clients & Program Participants – Sydney, Melbourne, Brisbane and international
- Alumni – (past participants)
- UNSW – key department – Venues & Events; Finance: MBA Programs

Challenges & Constraints

AGSM Executive Programs (EE) operating in an increasingly uncertain and volatile environment. The market for EE is global and intensely competitive with new players – both traditional and non-traditional – entering the market place.
AGSM EE is one of the leading providers in Australia but the current focus and motivation is to (re)capture and then maintain the lead position.

Currently, the post GFC market places has delivered very soft demand for Open Program in particular which has resulted in program cancellations and postponements so there is a need for all staff working in the unit to be prepared to be flexible and manage in an uncertain environment.

D. PRINCIPAL ACCOUNTABILITIES

- Project manage all aspects of the program delivery cycle from pre-program preparation though to delivery, follow-up and final evaluation; budget control and cost reconciliation;
- Timely and effective coordination and communication with Program Directors and Presenters to ensure program delivery is seamless; integrated and professional;
- Effectively manage all existing and new client and or participant relationships to a high service level, which continuously exceeds client expectations;
- Compliance with University & EE processes and procedures; and timely business process review and innovation;
- Effective collaboration and communication with fellow Program Managers to ensure cross program team support and effective risk management for the unit; and
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that their actions or omissions do not impact on the health and safety of others in the university.

E. SELECTION CRITERIA

- Relevant qualifications in Project Management or an equivalent level of knowledge gained through a combination of relevant education, training and experience (experience in education services for corporates or a professional services environment will be advantageous);
- Excellent communication and interpersonal skills with the ability to effectively liaise with the external stakeholders; (understanding and appreciation of the value of executive coaching and assessment methodologies would be advantageous)
- Excellent organisational skills with an ability to work effectively, accurately and with minimum supervision to achieve deadlines;
- Demonstrated ability to work independently, show initiative and work productively as part of a team;
- High level proficiency in a range of computing skills including Microsoft Office, Client Relationship Management database, e-learning, spreadsheets, internet and email;
- Willingness and ability to work variable hours and travel interstate for program delivery;
- An understanding of and commitment to lifelong learning and development; and
- Knowledge of EEO/AA principles, knowledge of OHS responsibilities and a commitment to attend relevant training.