

Job Description

Job Title:	PD Programme Manager
Responsible to:	Head of Professional Development
Job Purpose:	To manage the end-to-end delivery of all IoD Professional Development programmes run on an in-company basis, making sure that our clients receive the best possible experience. You will work closely with the sales team, supporting the acquisition of new business opportunities and the retention of our key accounts. As the first point of contact for a range of stakeholders, you will strive to maximise engagement to ensure that the programme deliverables are achieved.
Key objectives/ responsibilities:	<ul style="list-style-type: none"> • Manage the end-to-end in-company process from initial engagement through to needs analysis, design, development, implementation and evaluation • Contribute to the business development process - scoping calls, reviewing proposals and attending/delivering presentations • Contribute to the development of our key account strategy with a view to driving the growth of our value proposition in the UK and overseas • Be the key point of contact for our associate course leader team (and any other relevant external stakeholders and suppliers) • Select, resource and collaborate with the course leaders, consultants and/or coaches to develop and deliver our in-company programmes at the expected standard and within the agreed timeframes • Manage the delivery of our board evaluation service • Identify relevant evaluation methods for customised and bespoke in-company courses and generate reports that demonstrate ROE/ROI and oversee quality assurance for each programme. • Continuously seek ways to maximise engagement and improve retention with our clients and suppliers • Collate, review, analyse and report on all financial and qualitative KPIs for in-company programmes • Closely manage our cost base against agreed KPIs • Review and follow-up on client feedback as required; ensure that opportunities for improvement and complaints are reported to the right stakeholders so our products and services remain relevant to client needs • Line management of the In-Company Client Delivery Executive and matrix management of other team members to ensure the successful delivery of all programmes
Key Relationships:	<ul style="list-style-type: none"> • Client Delivery team, Content team and Assessment teams • Marketing team, Membership Development & Membership Experience teams • Courses leaders, consultants and executive coaches • Clients
Hours:	Monday to Friday, 9.00am – 5.00pm
Location:	116 Pall Mall, London (occasional regional travel will be required)

Person Specification

<p>Key Personal Attributes</p>	<ul style="list-style-type: none"> • A positive and professional attitude, demonstrating the values of the IoD and of the PD team’s ethics • Able to thrive under pressure • A strong and resilient character, who is able to champion the needs of the client • Personable and collaborative, displaying creative flair and thriving on delivering projects to a high standard • Decisive and accountable for actions • Agile approach to getting things done • Demonstrates a passion for own and others continuing professional development
<p>Qualifications/ Experience:</p>	<ul style="list-style-type: none"> • Proven track record managing complex projects/programmes for clients at a senior level • A professional L&D qualification is highly desirable • Experience of working in a commercial training environment or with a professional body • A professional project and/or programme management qualification is desirable
<p>Knowledge/ Skills:</p>	<ul style="list-style-type: none"> • Exemplary written/verbal, communication and influencing skills • Ability work confidently with clients at senior level • Commercial L&D and executive education industry including the latest online, blended and face to face learning techniques • Interpersonal skills – able to collaborate and engage with wide variety of stakeholders • A good working knowledge of CRM systems (ideally Microsoft Dynamics) • Commercially astute including financial management skills