



Programme Manager, Academic Administration Specialist

Purpose of this role

To play a leading role in the provision of a world-class customer experience to programme participants by working with programme teams – coordinators and faculty - managing programme planning, logistics, and administration, ensuring all activities are in line with qualification standards and academic policy and procedure. Reporting to the Programme Unit Manager, the role is critical to ensuring an exceptional learner experience is provided by the effective delivery of all programmes in line with the academic requirements. In addition to programme responsibilities, the post holder will act as a key liaison with the Office of the Registrar, ensuring a clear understanding of policy and procedure, and its effective implementation within the Programme Unit and by Associate Faculty. As with all IMI roles, the role holder is expected to fully live the IMI Values and be an ambassador for the IMI brand.

The Programme Manager will be part of the Programme Unit within the wider Executive Education Department. This position will also require a key stakeholder relationship with the Registrar and the staff of the Office of the Registrar.

About us

Leadership. It's more than a job – it's a mindset. It's the capacity to inspire, empower and create new possibilities.

IMI's mission, and passion, is to equip leaders to build the future. We are world-class specialists in enabling and inspiring leadership performance. We challenge and support leaders to fulfil their ambition - unlocking their potential and giving them the skills to deliver exceptional performance. We've been shaping world-class executives for over sixty years. Founded by business leaders, for business leaders, in partnership with UCC's expert research faculty, we deliver intensively practical executive education that works in the real world. Our unique global rankings are a testament to our impact.

Any day spent at IMI challenges assumptions, deepens perspective and amplifies ability to lead. Do you have what it takes to work with IMI? Join us on our mission to equip leaders to build the future, and you will shape the future of leadership in Ireland.

IMI. Inspiring Leadership Performance.

Key Responsibilities

(Key responsibilities include, but may not be limited to):

- Manage end-to-end provision of a set of outlined graduate programmes, from start of recruitment campaign to internal examination boards, including actively contributing to the delivery of programmes to ensure the participant experience is optimised.
- Contribute to the development and deployment of enhanced quality assurance mechanisms, practices and protocols.
- Develop and maintain internal and external stakeholder relationships and engagements.
- Act as the 'face' of IMI with the participants - Build, develop, nurture and maintain effective relationships with participants, Programme Directors, faculty and relevant internal stakeholders, ensuring participants experience IMI as 'one team'.
- Facilitate relevant faculty meetings (e.g. preparation, delivery, ongoing monitoring, annual and periodic review).
- Build and maintain effective relationships with internal stakeholders; Programme Directors, contributing faculty, internal IMI teams etc; proactively deal with any queries or problems, escalating to appropriate colleagues if necessary.
- Actively identify opportunities to enhance and improve the experience and overall end-to-end value of graduate programme delivery.
- Manage programme budgets and costs, with a responsibility for flagging cost issues with appropriate colleagues and ensuring appropriate remedial action is taken until issue is resolved.
- Prepare, proof-read and maintain participant materials, participant communications and programme feedback placing emphasis on aesthetics, content and quality. Flag sub-standard or out-of-date materials with relevant colleagues
- Ensure the IMI brand is used appropriately in all materials, using IMI's learning management system (Canvas) to its fullest extent.
- Fully manage the liaison, two-way expectations, scheduling of briefings with faculty, Programme Directors and guest speakers in accordance with IMI policy. Act as the face of IMI for guest speakers
- Ensure the documentation to the support of the virtual delivery of programmes is provided pro-actively; actively support the preparation and planning of virtual delivery to maximise the participant experience (development of storyboards, expectations, IT platform, feedback etc).
- Actively champion the quality assurance of the programmes and liaise with Office of the Registrar and Customer Experience team to ensure IMI quality standards are being fully implemented.
- Assist in the preparation for internal and/or external quality reviews or accreditations.

Programme delivery requirements:

- Responsible for the up-front planning and co-ordination of programmes based on the systems and processes set in place ie. Welcome communications, core reading material procurement, faculty briefing calls, etc.
- Follow the detailed project plans, tracking milestones and deliverables (spanning preparation, participant communications, faculty briefings, psychometrics, texts, etc.
- Plan for and prepare timely pre and post programme administration & communications with participants as required, and in particular, manage the delivery and execution of the online elements of each programme.
- Co-ordinate and if necessary, procure programme materials (e.g. pre and post modular work, IT requirements, psychometric instruments, in a timely manner.
- Export relevant feedback for the Programme Director and Customer Experience team to review, with a brief analysis of the themes present.

- Secure classroom materials in advance for preparation, duplication and distribution and all other support materials required, ensuring these materials are consistent with IMI's brand.
- Maintain accurate and comprehensive records- course notes, attendance, assignment grades, programme administration on appropriate systems, etc.
- Provide information on specific programmes to prospective participants and colleagues in other parts of the institute.
- Effectively perform other related duties and ad hoc tasks and projects as required.
- Ensure adherence to GDPR policies and procedures.
- Specific responsibilities may be subject to change in accordance with the business needs and the development of the role.

Academic Administration Specialist

- Have a working relationship with the Registrar and the Office of the Registrar staff, including the attendance at Registrar Team Meetings.
- Ensure those working in the coordination and teaching of programmes implement the current University academic policies and procedures as communicated by the Office of the IMI Registrar.
- Project Manage all internal exam boards, including an overview of all programmes going through exam boards, co-ordination of faculty and Programme Directors, as well as the internal team.
- Provide training or facilitate Masterclasses/Round Tables for Programme Directors and Programme Unit on a quarterly basis on academic policies, knowledge, etc.
- Assist in the preparation of annual programme reports and the collation of other data to evidence the effective provision of programmes and to support the development of enhancements.
- Co-Ordination of the examiners panel for each diploma, including dates in which grades must be submitted by for moderation, if applicable.

Candidate Requirements

- At least 5-6 years management experience in a project management/administrative role with experience of working at a high pace.
- Superior management and organisational skills, highly organised, task driven and able to work independently with initiative and a hands-on execution style.
- Strong ability to be a self-starter and demonstrate proactivity.
- Demonstrate ability to build effective relationships with external and internal stakeholders.
- Budgetary management experience and financial acumen essential.
- Previous experience working in an L&D or a higher education environment an advantage.
- Results-oriented, with demonstrated ability to deliver deadlines in a dynamic environment.
- Ability to liaise effectively with individuals at all levels within the organisation.
- Independent problem-solving skills, analytical skills and decision-making skills
- Flexibility in a team environment and a willingness to take on extra work as required is essential.
- Excellent communication skills both written and verbal.
- Meticulous attention to detail and ability to take full responsibility for closing off tasks.
- The ability to build and maintain a personal ethos of high performance.
- Innovative and creative problem solver who can support process improvement and transformation projects.
- Advanced MS Office skills: (Excel advanced, Microsoft Word; SharePoint document libraries and flows; PowerPoint). Proficient in CRM and Learning Management Systems (Moodle, Curatr, Canvas, Goldmine).
- You may be required to work outside normal hours on occasion. You may also be required to travel on occasion.

Please Note that Candidates should have a valid visa/work permit for the duration of the contract, if applicable.

IMI's Values

IMI's new Values and Behaviours Framework identifies 6 core Values that we fundamentally believe in as central to our culture, brand and organisational identity.



To ensure IMI recruit the right people to join our team, people who actively reflect our values and culture, we take a competency based approach to interviewing. Candidates called to interview will be asked series of competency questions to allow them to demonstrate how their knowledge, skills and attitudes align with IMI's values and culture.

How to apply:

All applications must be submitted through IMI's applicant tracking system at:

<https://imi.peoplehr.net/Pages/JobBoard/Opening.aspx?v=eef8a0e3-08d7-45bb-a4e2-a8e6f1a6ba03>

Closing date for applications is 5pm on Friday 6th August 2021.

Applications should include:

1. A comprehensive CV giving details of relevant achievements and experience in previous positions as well as your education and professional qualifications.
2. A covering letter that summarises your interest in this position, providing evidence of your ability to match the criteria outlined in the Candidate Requirements.