



Custom Programme Manager (Permanent)

Purpose of this role

To play a central role in the provision of a world-class customer experience to programme participants by managing all delivery related activities associated with our custom programmes. This encompasses all aspects of programme planning, logistics, administration, co-ordination, and client liaison. The role balances the needs of providing an exceptional learner experience while ensuring that all programmes are delivered effectively and cost efficiently. 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 Custom Programme Manager will report to Head of Programme Delivery and Events.

Job Framework: Band C

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 implementation of each custom programme, from inception to final evaluation including actively contributing to the design and delivery of programmes to ensure the customer experience is optimised
- Develop and maintain internal and external stakeholder relationships and engagements
- Act as the 'face' of IMI with the customer and participants - Build, develop, nurture, and maintain effective relationships with participants, client companies, and relevant external stakeholders, ensuring clients experience IMI as 'one team'
- Attend and contribute to relevant customer and support the Client Services Team in representing IMI
- Build and maintain effective relationships with internal stakeholders; 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 custom programme delivery
- Actively champion the quality assurance of the programme and contribute to the development and deployment of enhanced quality assurance mechanisms, practices and protocols.
- Manage programme budgets, costs, invoicing and ensuring that appropriate margins are being achieved. Identify cost saving opportunities.
- Prepare, proof-read, and maintain participant materials, client communications and programme feedback placing emphasis on aesthetics, content and quality.
- Ensure the IMI brand is used appropriately in all materials for the custom team, including Learning Management Systems
- Manage the liaison and scheduling of briefings with faculty, Programme Directors and guest speakers in accordance with IMI policy. Act as the face of IMI for guest speakers
- Support the virtual delivery of programmes; actively support the preparation and planning of virtual delivery to maximise the customer experience (development of storyboards, expectations, IT platform, feedback etc)
- 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
- Specific responsibilities may be subject to change in accordance with the business needs and the development of the role

Work Location and Virtual Work: This role is based at IMI's headquarters in Dublin. Travel within Ireland and, occasionally, internationally is required to attend meetings, conferences and client engagements.

IMI recognises the importance of flexible work arrangements and promotes a hybrid work model that combines in-person and virtual work. The employee has the flexibility to work remotely for a part of their working hours, subject to operational requirements and the agreement of their line manager as outlined in the Hybrid and Flexible working policy.

Candidate Requirements

- At least 3 years' experience in a project management/administrative role with experience working in a high-paced, sales-focused environment preferable
- 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 an advantage
- Previous experience working in an L&D 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
- 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.
- Strong MS Office skills: (Microsoft Excel, Microsoft Word; Microsoft PowerPoint). Proficient in CRM and Learning Management Systems (Curatr, Canvas, Goldmine).
- You may be required to work outside normal hours on occasion. You may also be required to travel on occasion.