

Programme Manager (Maternity Cover) – Job Description

Job Purpose

The Programme Manager plays a key role within the Guildford Institute professional team and leads on the management and facilitation of our course programme, and the delivery of the Institute's room hire offering. The post-holder takes responsibility for all aspects of planning and delivery; managing the events diary for every activity. The course programme and room hire form two of the largest areas of income for our charity.

The role carries opportunities for innovation and creativity; equally, the post-holder must maintain a balance within the whole programme to meet the needs of our long-standing members as well as an increasingly diverse audience, both in the Institute building and, to a lesser-degree, those online.

The post-holder also carries line management responsibility for our small team of stewarding and caretaking staff and deputises for the Institute Manager in times of absence.

Role Responsibilities

Programme Responsibilities

This post-holder holds responsibility for the Institute's course programme, taking each course through from concept to delivery. These responsibilities will cover both our long-standing face-to-face courses as well as delivery of a smaller number of online or "hybrid" courses. The three main areas of this responsibility are outlined in blue below.

Creation & Delivery of an Engaging Course Programme

This will include responsibilities such as the following:

- Working strategically and with consultation to extend the range of subjects on offer year-on-year, diversifying the appeal of the programme and developing revenues accordingly
- Soliciting and editing course proposals from tutors
- Coordinating the availability of tutors, Institute rooms and Zoom slots to organise a cohesive programme
- Involvement in soliciting and analysing feedback from learners and using it to inform decision making
- Acting as the first-line responder for problems and issues raised by tutors and learners

Tutor Liaison and Management, including:

- Confirming arrangements with tutors to ensure they have the equipment and support they need to deliver their activities
- Offering administrative support, including providing registers, copying handouts and distributing materials lists
- Recruitment of new tutors to build on the Institute's programme

- Annually organising and co-chairing a tutor meeting. As part of this responsibility, the post-holder will carry out a poll of tutors' pay; further engaging with tutors' views as required.
- Processing and verifying incoming tutor invoices

Leading on Brochure Coordination

This includes:

- Establishing and working to deadlines for bi-annual brochures
- Liaising with the designer on relevant brochure elements
- Progressing the publication through each stage of proofing and amendment, including error correction and communication to and from the designer of text, images and layout ideas
- Responsibility for uploading the course brochure content onto the Institute website and subsequent maintenance

Room Hire Responsibilities

Managing the Institute's room hire offering in order to maximise room usage, revenue and customer satisfaction.

Responsibilities will include:

- Acting as the key point of liaison for room hirers, including local clubs & societies
- Maintaining full room hire record keeping
- Facilitating each hirer's requirements, including the organisation of catering
- Communicating requirements effectively to the Institute team and key stakeholders. This includes delegating functional set up to caretakers wherever possible, and ensuring the Café Manager is informed about upcoming activities
- Overseeing the setting up of rooms for various events and courses
- Establishing rapport and good customer care to foster repeat bookings
- Soliciting feedback and using it to inform future room bookings

Line Management Responsibility and Deputisation

This currently includes:

- Line management responsibility for the stewarding and caretaking staff. Planning cover and training as appropriate. Encouraging motivation, plus monitoring and feeding back on performance
- Deputisation responsibilities in times of absence for the Manager

Shared Responsibilities with the Team

Room Set Up & Catering

Examples of this shared responsibility include:

- Assist in setting up rooms for events, courses and room hirers. Relocating furniture and equipment prior to commencement of the event
- Assist in providing catering requirements in the rooms of the Institute. Delivering and collecting consumables and crockery as required

Customer Service

Examples of this shared responsibility include:

- Working alongside colleagues to ensure that all Institute phone calls are answered in a timely manner
- Process activity bookings from Institute customers
- Provide professional, consistent, helpful customer service to Institute users visiting the premises and on the telephone

Person Specification

Essential

- A passion for and commitment to the aims and the work of the Institute and an enthusiasm to build on recent developments to the Institute's programme
- Previous experience of programme administration
- An ability to plan, prioritise and organise in order to meet competing deadlines
- A keen attention to detail
- Be able to work strategically with a range of influencers, including other team members, trustees and with the priorities of the organisation as a key focus
- Excellent standard of written English and grammar
- Proof-reading skills
- *A flexible, adaptable approach is essential*
- Good problem-solving abilities
- Excellent customer service and interpersonal skills in order to build up positive relationships with tutors, room hirers and regular clients
- Excellent IT skills to enable the post-holder to make amendments to the Institute's WordPress website, plus respond to technical queries relating to Zoom and onsite equipment

Desirable

- Experience of room hire and/or diary management
- Previous line management experience