

Job Description

Job Title: Programme Manager

Department: Institute of Swimming (IoS)

Reporting to: Head of IoS

Direct Reports: Programme Leader: Teaching, Programme Leader: Coaching,
Programme Leader: Pool Plant, Administration & Operations Leader

Location: SportPark, Loughborough & Home based

Salary: £39,195 per annum

Job Purpose:

To lead the programme coordination and customer services function of the IoS, whilst meeting strong financial targets and KPI's

Values:

Quality



Purpose



Togetherness



Fun



Resourceful



Key responsibilities

- Together with the Head of IoS drive the implementation of the Institute of Swimming and Swim England strategy within the IoS Operations team.
- Develop, agree and monitor, with senior colleagues, KPIs and delivery standards that support the Institute of Swimming's organizational objectives including quality programmes, course implementation and planned revenue achievement.
- Maintain strong relationships with the IoS management team and other internal departments, working collaboratively to ensure internal co-operation and focus on the overall strategic plan is maintained.
- Manage the relationships with key stakeholders and international clients and lead their programmes development
- Line manage the Operations team, planning work schedules and resource requirements, to ensure agreed commercial programme KPI targets are reached and, where appropriate, exceeded.
- Be responsible for the financial viability of the business plan / budget and ensure that any management reports are completed and submitted in a timely manner.
- Highlight and Support the implementation of any delivery efficiencies to internal and external processes to improve the customer journey
- Work with marketing manager to deliver the marketing plan to maximize the commercial growth of the Institute and maintain the reputation as sector leading.
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager, senior leaders and/or Board members.
- Proactively complies all organisation values and policies and acts as a role model for our organisation and culture.

Date or version number

Skills and experience required

Essential

- Proven ability to lead, manage and motivate commercial teams to deliver a business plan in a high pressured environment.
- Strong budgetary management skills to ensure financial viability of the business plan.
- A proven track record of successful project management experience
- Understanding of business structures, principles and planning to enable the successful candidate to anticipate and plan for the future needs of the business, demonstrating agility to be responsive to the changing needs of the sector.
- Systematic approach to resolving unique and complex problems
- Experience in overseeing the end to end process of product development in order to ensure successful implementation and ongoing delivery.

Desirable

- Experience of management in an educational setting
- Experience of working in the education sector at FE or equivalent
- Management qualification