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Programme Manager – MSc Strategic Management Programme, Management Suite

Department/Division/Faculty:	Teaching Programme Support, Imperial Business School
Campus/Location:	South Kensington/White City (Hybrid)
Job Family/Level:	Professional Services, Level 3b (Salary scales)
Responsible to:	Senior Programme Manager
Line management for:	Programme Coordinator(s)
Key working Relationships (Internal):	Associate Deans, Academic Directors, University and School Departments, Teaching Faculty, Registry, Programme Teams, Faculty Operating Officer, Exams and Timetabling, Education Quality, IDEA Lab, Admission, Recruitment and Marketing Teams, Careers Team, Alumni Team, Web Manager, Finance Team, Commercial Services.
Key Working Relationships (External):	Advisory Board, Visiting Lecturers, Guest Speakers and Coaches, exchange programme partners, consulting clients, study tour partners, hospitality venues, Harvard Business School Publishing, accreditation bodies, alumni.
Contract type:	Full Time, Fixed Term (12 months maternity cover)

Purpose of the Post

The Programme Manager is responsible for coordinating the effective and efficient delivery of their programme. They are responsible for the operation, review and development of administrative systems to manage the designated programmes. The post holder will be required to work flexibly to meet demanding service delivery and customer service requirements and to ensure an excellent student experience on the programme. The post holder is expected to routinely evaluate procedures and proactively suggest operating and strategic developments.

Key Responsibilities

Management

- To line manage any direct reports in the day-to-day administration of the programme and support them in their personal and professional development.
- To manage other staff, as relevant or where delegated by the Senior Programme Manager.
- To manage the coordination of the Visiting Lecturers (VL) teaching on the programme, including agreeing teaching schedules and drafting the VL's contract.
- To be responsible for supporting the programme with an effective induction process for new external lecturers – arranging and/or delivering, as appropriate, programme and Canvas orientation sessions, introducing them to School policies and programme specific processes and managing their interactions with students.
- To support faculty in the organisation of their modules and to provide specialist advice on School and programme specific policies and procedures, as relevant.
- To ensure any contractors, agency staff and casual workers engaged have correct contracts in place.
- In collaboration with the Senior Programme Manager and Timetabling Officer, design the annual academic timetable for the programme, incorporating teaching, assessments, study trips and careers and skills development programme.
- To manage the relationship between the programme and external partners and identify and coordinate further collaborative opportunities.
- To manage the student induction process for the programme including designing the schedule of activities and arranging external speakers.
- To arrange guest talks/training with external partners as required.
- To lead the delivery of major projects, e.g. managing a suite of electives, managing the logistics for an overseas trip or a series of visits including managing travel bookings and advising and coordinating student visas.
- To manage the exam board processes for the programme, working in conjunction with the Exams team to ensure timely provision of samples, entering and checking of grades, and review of mitigating circumstances
- To manage student social events and represent and promote the Business School at such events.
- To represent the programme at University or School project meetings as appropriate or requested by the Senior Programme Manager; making decisions relating to the administrative running of the programme as necessary.
- To monitor the programme budget and proactively look for cost efficiencies in line with the School's strategy for profitable growth.
- To be responsible for ensuring all contractors, agency staff and casual workers are paid in an appropriate manner and at the correct level and intervals, as per agreed contractual schedule.

- To advise and handle Advance Claim and Expenses payments on the behalf of externals and students.
- To deputise for the Senior Programme Manager as required.

Programme Coordination

- To manage the operational delivery of the programme and oversee internal and external resources required for its successful delivery.
- To oversee the smooth day-to-day running of the programme throughout the academic year including arrangements for answering queries via email, telephone and in person.
- To establish feedback mechanisms with participating students, contributors and collaborators, monitoring their satisfaction, and responding quickly to operational challenges and arising needs or concerns.
- To deliver an effective student induction, on Canvas or in person, by taking the lead on updating the Canvas area, organising campus orientation, liaising with internal / external speakers, facilitating on-line tests for the students, booking lecture theatres and coordinating with other teams to ensure the events run smoothly.
- At the beginning of the academic year to coordinate or prepare, as appropriate, Programme Handbook and the Information Guide on Canvas for incoming students and in hard copy for External Examiners.
- To liaise with academics to ensure all up-to-date module and lecturer information (syllabuses, reading lists, welcome messages etc.) is available on Canvas at the start of each term/module. This requires keeping abreast of developments within the programme and gathering the material from faculty well in advance and in line with a planned schedule agreed with support teams. The Programme Manager must inform the Senior Programme Manager of inaccuracies within materials or delays to schedule and proactively seek solutions.
- To be responsible for resolving a wide variety of problems arising on the programmes, often non-routine.
- To provide guidance and practical advice to students on programme issues, such as course withdrawals or changes, mitigating circumstances process and access to support services.
- To ensure the programme have a robust system for collecting all coursework (hard copy or digitally), and oversee or undertake, as appropriate, distributing coursework to academics for marking, populating mark sheets and marks booklet, resolving any peer assessment or late submission issues and distribution of feedback to students.
- To oversee the timely and effective preparation of coursework samples and any relevant programme information or feedback for external examiners.
- To ensure that the programme area is staffed during core times, including providing cover for other programmes when necessary.
- To be the 'logistical expert' / chief liaison for the programme, facilitating contact between staff and students in the Business School as well as maintaining excellent working relationships with key stakeholders in the University.

- To be responsible for ensuring that all students are registered properly.
- To ensure that students are aware of the Health and Safety policies and procedures in the University.
- To be responsible for managing communication with current and prospective students through social media channels.
- To attend Staff-Student Committee meetings and be responsible for actively seeking solutions and follow up on feedback received.
- To liaise with external corporate contacts and other organisations that contribute to the programme e.g. guest speakers and field trips.
- To organise and plan own work activities so as to contribute to the achievement of objectives of the programmes team and to maintain and improve efficiency of current working methods.

Strategic Planning

- To keep abreast of the relevant market to benchmark the programme against key competitors and support the Programme Director and Senior Programme Manager implement improvements in the curriculum.
- To plan ahead for each academic year, building on the programme strategy. This will require keeping abreast of developments within the programme, working with the Senior Programme Manager and Programme Director to accommodate changes resulting from programme feedback, timetabling, budgeting, liaising over space, planning catering and events, and showing flexibility for programme changes.
- To meet regularly with the Senior Programme Manager and Programme Team to report and review the performance of the programme, seeking to amend practices across the suite to ensure continued improvement to service delivery.
- To document and update key programme team processes and templates for continuous operational review and improvement.
- To work with the Alumni Team to identify opportunities and incorporate alumni involvement in their programme and to identify students suitable to become student leaders.
- To work with the Careers Team to identify opportunities and incorporate career sessions into their programme.
- To work with the Admissions, Recruitment and Marketing Team to recruit students by attending Information Sessions and Trade Fairs and to identify students for the Ambassador scheme.
- To attend necessary School-wide meetings to understand the School's strategic objectives, business needs and priorities as well as disseminating relevant programme information.
- To work with other programmes and teams to support School wide initiatives and events.

Analysis and Reporting

- To maintain all student records during the programmes and pass updated information to the IC Student Records, the Alumni Administrator and other stakeholders as relevant.

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- To provide the Senior Programme Manager with termly programme reports and data to highlight issues on the programme for further investigation and to support decision making/strategic planning.

Equality and Diversity

- Ensure that all students are treated according to the principles set out in the University's Equal Opportunities Policy and to promote and develop best practice in this area.

Person Specification

Requirements	Essential (E)/ Desirable (D)
Candidates/post holders will be expected to demonstrate the following:	
Education	
Educated to degree level or equivalent	E
Experience	
Significant experience of administration in an academic or similar environment, ideally within higher education	E
Strong experience of working effectively within a team	E
Strong experience of working in a high service and multi-cultural environment	E
Experience/knowledge of Blackboard or similar Virtual Learning Environment (VLE)	E
Significant experience in establishing and managing effective relations with diverse groups in order to deliver projects or activities	E
Proven experience of creating and managing systems to track and store programme related data	E
Experience of successfully managing or directing the work of others	D
Experience of managing or coordinating projects, activities or events to time and budget	D
Knowledge	
Specialist knowledge in programme course planning and course modulation	E
A good understanding of higher education regulations	E
Skills & Abilities	
Customer service oriented – flexible, versatile and always willing to help	E
Ability to show initiative and take decisions on routine matters, exercising judgment on when to refer issues to senior management	E
Excellent interpersonal and communication skills, with students and staff from a range of backgrounds, both in person and on the telephone	E
Reliable and responsible with excellent time-keeping	E

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Ability to pay meticulous attention to detail, work to a high level of accuracy and to deadlines	E
Ability to produce clear, concise written material for different audiences	E
Ability to manage and develop others	E
Strong analytical skills – ability to identify issues and propose recommendations and solutions	E
Strong personal organisation and effective time management	E
Excellent typing and IT skills: MS Office (Word, Excel, PowerPoint), Outlook and WWW	E
Ability to influence and persuade, to achieve a positive outcome	E
Ability to deal sensitively, assertively and diplomatically with people at all levels	E
Ability to understand the importance of confidentiality and to ensure that confidentiality is maintained	E
Interested in business/ business education	D

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

[Our values](#) are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment [on our webpages](#).

5 October 2026