Cambridge Institute for Sustainability Leadership (South Africa)

Programme Manager

Role Summary

The University of Cambridge Institute for Sustainability Leadership (CISL) works to build the leadership capacity necessary to tackle critical global challenges. CISL has a subsidiary branch based in Johannesburg, South Africa known as Cambridge Institute for Sustainability Leadership (South Africa) (CISL SA).

The purpose of the Programme Manager is to undertake management responsibility for ensuring that CISL programmes run successfully, achieving their objectives, delivering maximum client satisfaction within budget, and are delivered in a timely and efficient manner.

The Programme Manager reports to the Director, CISL SA. The Programme Manager works closely with the Director to develop the learning journey for a programme and identify appropriate contributors to deliver the required content, and supports to deliver all operational elements of the programme in line with the aims and objectives.

The Programme Manager will engage with senior leaders to understand our clients’ unique needs and priorities, then manage the process of creating a bespoke product from design through to delivery to effectively meet those needs. The role also contributes to ongoing business development through research, analysis and the creation of successful proposals to clients and other organisations.
Current Job Description

Position Title – Programme Manager, CISL SA

Key Responsibilities

This section details, but is not an exhaustive list, of the specific activities or obligations for which we require and hold the role accountable.

Managing Programme Development, Delivery and Evaluation

- Manages the design, development, delivery and evaluation of a portfolio of programmes to high quality standards, meeting market needs, on time and within budget.
- Manages the ongoing development of programme content & structure, identifying and liaising with potential contributors to meet the needs of the client.
- Reviews programme content and structure to ensure that programmes continue to meet the needs of the client, feeding in to on-going evaluation and using insights to shape future development.
- Creates cost models and budgets for new programmes for sign off by the Programme Director.
- Ensures that programmes are delivered in line with the learning outcomes, aims and objectives – taking responsibility for the overall delivery of the programme and ensuring that all team members are aware of the expected outcome. Delegates as appropriate to team members.
- Supports the delivery of live events either face to face or online, facilitating sessions where requested by the Director and ensuring all contributors and faculty have the required information to undertake their role.
- Manages relationships (including contracts, briefings and ongoing liaison) with programme delivery partners.
- Manages the production of programme materials for clients and external communications - including blogs, briefings, reports and publications.
- Ensures the programme is evaluated at all stages and that this is shared with the client or internal stakeholders as required.

Business and Programme Development

- Develops new and existing relationships in order to extend the scope of current programmes within the portfolio.
- Draws on experience of managing CISL’s existing programmes to support the Director in the development of new programmes.
- Develops and/or maintains an understanding of relevant market sectors and subject areas to ensure CISL’s existing programmes remain current. This includes both sustainability subject matter and learning design/pedagogic approaches.
- Undertakes research into new topic areas, sectors or delivery methodologies in agreement with the Director, suggesting appropriate strategies to broaden CISLs work.
- Assists in the preparation of bids and proposals to secure new business and research funding.

Marketing and Corporate Relations

- Commissions, reviews and approves (with reference to the Director as appropriate) marketing and communications strategies for own programmes, monitors progress and ensures delivery.
- Occasionally undertakes direct responsibility for specific client relationships, where these relationships relate to a specific programme or topic area relevant to the role holders expertise.
- Represents CISL where appropriate, through participation in external events and meetings to raise the profile of CISL and its products and services.
- Initiates and develops contacts externally to support CISL’s strategic objectives.

Processes, Procedures & Systems
• Ensures accurate financial records for programmes in line with CISL’s financial management and reporting systems, and ensures compliance with these in all areas of work
• Undertakes responsibility for developing specific Team or CISL-wide strategies & systems as required – contributes to wider CISL policies and processes within and beyond CISL SA
• Ensures compliance with national & CISL H&S Regulations and Policy

People Management

• Responsible for supervision of work of junior members of project team and carrying out training as necessary
• May be assigned line management responsibility for up to two junior member of staff, involving:
  • Supporting and monitoring their wellbeing and performance
  • Identifying development opportunities and securing higher level agreement
  • Ensuring workload is appropriate
  • Completing line management paperwork in line with local policy
• Initiating, devising and monitoring training of new and/or junior staff (including Induction planning)
• Assisting senior staff to assess and monitor resource requirements for projects
## Person Profile

This section details the knowledge, skills and experience we require for the role.

| **Education and qualifications** | • Educated to degree level or equivalent  
|                                 | • Qualifications relating to sustainability, education or learning design, or business planning and development.  
| **Relevant skills and experience** | • Experience of supporting or enabling business action on sustainability or leadership development, through education, consultancy or strategic advisory programmes.  
|                                 | • Experience of designing and delivering impactful education programmes or creating effective new propositions, products or services, or a relevant equivalent sector.  
|                                 | • Experience in delivering presentations and briefings and facilitating meetings with a strong, engaging narrative to clients, partners and learners.  
|                                 | • Excellent relationship-management skills and a proven ability to build, grow and maintain relationships with clients, delivery partners, sponsors and other external contacts.  
|                                 | • Excellent written communication skills and an ability to influence others through powerful verbal and visual narratives, highly proficient in spoken and written English.  
|                                 | • Experience of working in a fast-paced environment, leading a project team to deliver high quality outcomes.  
|                                 | • Ability to work on own initiative and manage competing priorities.  
|                                 | • A demonstrable understanding of sustainability and how it relates to business and leadership.  
|                                 | • Experience in line managing staff.  
|                                 | • Experience of event management.  
| **Additional requirements** | • A demonstrable interest in Sustainability and committed to the values that underpin CISL's work  
|                                 | • Able to undertake national and regional travel on a regular basis, and occasional international travel as required  

# Terms and Conditions

<table>
<thead>
<tr>
<th>Location</th>
<th>Cambridge Institute for Sustainability Leadership, Johannesburg, South Africa currently working from home, and other CISL and client offices or external venues as required.</th>
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</thead>
<tbody>
<tr>
<td>Working pattern</td>
<td>Full time</td>
</tr>
<tr>
<td>Hours of work</td>
<td>8 hours a day, 40 hours per week.</td>
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<tr>
<td>Length of appointment</td>
<td>Permanent position</td>
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<tr>
<td>Probation period</td>
<td>6 months</td>
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<tr>
<td>Annual leave</td>
<td>30 days per year</td>
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