

VACANCY:

Programme Manager, Open Enrolment (Johannesburg office) for USB Executive Development Ltd

USB Executive Development (USB-ED), the private executive development company within Stellenbosch University, has a full time position for a Programme Manager, Open Enrolment. The successful candidate will be based in Bryanston (Johannesburg). The appointee will be part of the dynamic Operations and Programme Delivery team, delivering a high quality service to clients, the company and society.

Job purpose:

Reporting to the Portfolio Programme Manager, the main purpose of the Programme Manager is to manage the seamless execution / delivery of Open Enrolment programmes.

Duties:

The Programme Manager will be fully accountable for the administration of allocated programmes and will be measured on KPI's such as accuracy, compliance, timeous delivery, completeness and client service.

Key results areas will involve:

- *Operational Results:* Participant registration administration; System administration (CRM, Moodle); Supply chain administration; Programme budget administration; Logistics administration; Documentation and faculty / participant material and stationary administration; Programme faculty and participant schedule administration; Administration related to programme resources (Faculty and LPF 's); Facilitation of programme launches and participant orientation.
- *Management Results:* Programme plans and schedules (all activities from start to end); monitoring of progress against plans and schedules; resolving issues / escalations.

Qualifications and skills required:

- Tertiary qualification in Project or Event Management.
- At least five years' work experience in administration / operational or project administrator / manager role in a customer service type of environment.
- Working knowledge of learner management systems (LMS) and financial systems.
- Working knowledge of customer relations management (CRM).
- Well-developed MS Office skills.
- Well-developed administrative skills and understanding of administrative processes
- Fully bilingual (English and Afrikaans) with ability to communicate to individuals on all levels with excellent verbal and writing abilities.

- An understanding of adult learning principles will be advantageous.

Competencies:

- Taking responsibility, initiative and making decisions when required, even under difficult circumstances.
- Establishing effective relationships with clients and stakeholders and relating well to individuals at all levels.
- Well-developed analysis and decision making skills.
- Setting clear objectives, planning activities and their sequence well in advance and managing own and other resources' time effectively with exceptional attention to detail.
- Persevering, working productively in a stressful environment and resilient in the face of adversity.
- Focusing on client needs and satisfaction. .

The successful person must be willing to travel when required and to work after hours.

Commencement of duties: 01 September 2017 or earlier if possible.

Closing date: 31 July 2017.

Application: To apply, please submit your CV to Rochall Daniels on Rochall.Daniels@usb-ed.com.

Enquiries: Direct enquiries to Manager: Operations and Programme Delivery, Auriel Bayard on auriel.bayard@usb-ed.com or 021 918-4340.

Should no feedback be received from USB-ED within three weeks of the closing date, kindly accept that your application did not succeed.

USB-ED reserves the right not to make an appointment