LEARNING PROGRAM MANAGER JOB DESCRIPTION
July 2013

Primary Responsibilities
The Learning Program Manager plays a central role in a transformational leadership development program offered to 300+ senior leaders of a global consumer goods company each year. The successful candidate will coordinate all administrative aspects of a rolling six-month leadership development curriculum, partnering with client and Allison Partners team members to ensure an exceptional learning experience for each participant. His / her responsibilities include:

• Program Project Management
  – Manage 12-month planning calendars of multiple concurrent course deliveries
  – Maintain digital materials library and manage program LMS
  – Update materials for individual learning cohorts as needed
  – Manage inventory of classroom supplies and materials
  – Coordinate activities of program instructors and facilitators
  – Track program expenses and prepare invoices

• Participant Communication
  – Serve as primary point of contact for 300+ participants throughout their six-month blended learning program experience
  – Maintain course rosters and manage participant database
  – Issue program communications to participants and line managers
  – Track completion of program assignments and provide regular status reports
  – Schedule individual and group teleconferences and webinars

• Logistics Coordination
  – Coordinate global training logistics for 8-12 week-long classroom learning sessions per year
  – Negotiate bids / contracts with hotels and training venues
  – Make arrangements for training room set-up, audio-visual equipment, and meals
  – Coordinate shipping of all program materials
  – Issue Visa letters for participants and teaching team members

Required Knowledge, Skills and Abilities
To perform successfully, the program manager should demonstrate:

• Thorough attention to detail and accuracy
• Outstanding professional verbal and written communication skills
• Strong project management ability
• Experience planning and managing event logistics
• Ability to work with limited oversight and maintain high standards
• Ability to learn, follow and improve processes and procedures
• Collaborative and flexible work style
• Proficiency with Microsoft Office
• Experience with ESOL and / or fluency in additional languages (preferred)