



## 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)