

Training Programme Manager

Company Overview

Alpha Development is an international training firm specialising in development for financial services organisation. Our clients include the world's leading investment banks, insurance companies and asset managers. With a presence in the UK, Singapore, Poland, and a significant amount of work in the US, we offer global coverage and have delivered across more than 20 countries.

Requirement

Following recent growth and business expansion Alpha Development has created an exciting new role managing training programmes for our large US client base, initially from our fast-paced London office.

We are seeking an experienced Programme Manager with industry experience. The right candidate must be a highly organised self-starter with a strong client focus and attention to detail. The role will require a mixture of UK and US hours and travel to the US may be required from time to time.

Key Responsibilities

Effective project management of US based training programmes with confidence to make key project decisions when needed. Expectations include

- Project management of a \$1 million + portfolio
- Producing project performance reports to client / senior management, highlighting accomplishments and issues and presenting innovative cost-effective solutions where necessary. This includes the preparation of training evaluation and assessment reports
- Running regular stakeholder meetings and managing scope creep effectively.
- Good change management skills and ability to implement new plans without disruption to current programmes if necessary.
- Ability to identify and escalate risk and issues to ensure these are avoided.
- Ensuring internal operational process is followed with all training programme bookings.
- Considering new and innovative ways to improve the process lifecycle. Share lessons learned and best practices across team.
- Communicating effectively with all levels of seniority.

Organising training logistics, this includes but is not limited to the following:

- Accurately maintaining and recording training events within the enterprise management system.
- Arrange travel and accommodation of trainers and consultants.
- Ensuring that course materials are printed and shipped to the appropriate venues on time.
- Ensuring that trainers have been confirmed and they have been advised of all relevant logistical requirements.
- Preparation of content for communication to participants if needed.
- Managing Online delivery via webinar systems, simulations and learning portals. Providing support as and when needed.
- Organising trainer briefings and technical support as and when required.

- Supporting the trainer whilst delivering training (on and off site). Responding to change and problem solving and managing client and trainer expectations on the day.
- Preparation of training evaluation and assessment reports.

Experience, Knowledge & Skills Required

We are looking for someone who has ideally worked within HR or Learning and Development and has experience using 'Learning Management Systems', elearning systems and webinar software.

- **Minimum 4 years of experience** working in a professional services firm or learning and development is preferred. Industry knowledge is essential.
- Knowledge / experience of financial services a preference but not essential.
- Digital savvy and able to learn new systems fast.
- Demonstrated capability for coordination, problem solving, decision making, sound judgment and assertiveness.
- **Professional** manner, **positive** approach and '**can do**' attitude.
- Team player, and able to work on own initiative. Self-motivated & self-sufficient.
- Confident in **managing** upwards, **escalation and delegation** when appropriate.
- **Strong relationship** building and interpersonal skills.
- High levels of accuracy and **attention to detail**.
- Excellent oral and written communication skills and able to confidently lead internal and external project calls.
- Proficient in MS Office, i.e. Outlook, Excel, Word and PowerPoint.
- Ability to multi-task and prioritize busy workloads.
- Ability to work under pressure and to strict deadlines.
- Commercially aware.
- Project management qualification preferred.
- A keen desire to learn.

Other Information

Department / Location: Programme Management / The role will be based in our office in London EC2.

Hours: This role is full time i.e. Monday to Friday 37.5 hours per week.

- 09.00 – 17.30 and flexibility with working hours will be required from time to time to suit US client needs.
- Primarily based in the London office with flexibility to work from home if pre-agreed.

Key Contacts:

Internal	External
<ul style="list-style-type: none"> ▪ Regional PM Team ▪ Faculty ▪ Marketing ▪ Finance ▪ US Commercial Director ▪ Sales 	<ul style="list-style-type: none"> ▪ L&D Managers ▪ Course participants ▪ US Suppliers

Travel: This role will require travel to clients on site from time-to-time. US and UK.

Holidays: 28 days per annum.

Staff Benefits: Includes Season ticket loan, Gym membership contribution, Cycle to work scheme, Childcare Vouchers and private medical cover – after one year of service.

Start date: As soon as possible.