

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 offices in the UK, Singapore, Poland, and a significant amount of work in the US and Middle East, we offer global coverage and have delivered across more than 20 countries.

Requirement

Following recent growth and business expansion, Alpha Development have created an exciting new role managing training Programmes for our EMEA client base. Travel across Europe and the Middle East might be required throughout the year.

Key Responsibilities

Project Management:

- Create and maintain comprehensive project documentation; to include detailed project plan, project schedule, budget, issues log, and change documentation.
- Project administration and coordinate project work.
- Manage and lead various projects at once - understand project strategy and dependencies, drive execution and be responsible accountable for success/failure.

Process

- Manage Programme deliveries to time, budget and quality following Alpha's internal Programme Management process.
- Suggest and implement improvements to process.

Risk & Change Management

- Identify and manage risks and change requests; be accountable for project governance and ensuring that scope is closely managed.
- Identify need for change where appropriate.
- Make decisions and take risks; be accountable for decisions made.

Stakeholder and Client Management

- Identifying project success for all stakeholders; understand stakeholders interest, motivation, power (influence) and conflicts.
- Coordinate internal resources and third parties/vendors for the flawless execution of programmes.
- Align project stakeholders and project teams to one objective; manage dynamics of a team; internally and externally.
- Consider client's needs; guide a client using experience / knowledge and share ideas and best practise with clients.

Communication & Team

- Lead project calls and communicate agenda and summaries / action plans.
- Develop and manage communications strategy. Plan and liaise continually with project stakeholders to ensure requirements are being met.
- Contribute and commit to project team, programme management team and Alpha.
- Lead a project team; motivate team members and delegate tasks as and when needed.

Innovation and Growth

- Consider new and innovative ways to improve the process lifecycle. Share lessons learned and best practices across the team. Present innovative cost-effective solutions where necessary.
- Challenge others and ideas: use experience and knowledge to give feedback.

Experience Knowledge & Skills Required

We are seeking an **experienced project manager** with industry knowledge to join the Programme Management team. The role will suit someone who has worked within Project management, HR, or Learning and Development previously. The right candidate must be a highly organised self-starter with a **strong client focus**, excellent **communication skills** and experience **managing stakeholders**.

The successful candidate will have;

- Minimum 4 years of experience working in a professional services firm or within learning and development.
- Experience of financial services a preference but not essential.
- Experience using Learning Management Systems, eLearning systems and webinar software.
- Demonstrate ability to lead multiple projects.
- Effective communication skills; excellent written and oral skills, articulate and empathetic listener.
- Brilliant presentation and negotiation skills; will need to be able to confidently lead internal and external project meetings.
- Demonstrated capability for coordination, problem solving, decision making, sound judgment, assertiveness and ability to adapt to diverse situations.
- Professional manner, positive approach and 'can do' attitude.
- High levels of accuracy, attention to detail and analytical capabilities.
- Digitally savvy and able to learn new systems fast. Proficient in MS Office, i.e. Outlook, Excel, Word and PowerPoint.
- Team player and able to work on own initiative.
- Self-motivated & self-sufficient. Confident to be on site alone with little support.
- Confident in managing upwards, escalation and delegation when appropriate.
- Strong relationship building and interpersonal skills.
- Capability to work under pressure and to strict deadlines.
- Commercially aware.
- A keen desire to learn.
- Project management qualification preferred.
- Demonstrate the ability to handle difficult conversations and to give/receive feedback.

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 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 ▪ EMEA Commercial Directors ▪ Sales 	<ul style="list-style-type: none"> ▪ L&D Managers ▪ Course participants ▪ EMEA Suppliers

Travel: This role might require travel across Europe and the Middle East throughout the year.

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: Immediate start preferable.