



IMPACT

Learning & Development Training Manager

The small print...



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Job Title

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Role Overview

We're looking for a Programme Manager in Singapore to join our dynamic team of consultants and facilitators delivering experiential learning programmes for executives in top firms across Asia. The PM will **support** the design and delivery of these programmes, as well as **drive** the set-up and evaluation of them. It's a highly rewarding role for someone who is motivated to be delivering work that matters every day.

Responsibilities include:

- Project Management – work with senior consultants and clients to plan project milestones and drive action to maintain project timelines
- Client Relations – liaise with clients to provide quality customer experience; includes scheduling client check-in calls, producing meeting agendas and distributing meeting notes and follow up actions
- Account Management – overseeing client projects from point of sale onward to ensure proper contracting, financial reporting and management of scope changes
- Resource Management – secure and contract staff; prepare and manage programme kits
- Programme Development – work with project teams to support the research, design and development of presentation decks, learner journals, handouts and/or web portals
- Programme Set Up and Administration – compile evaluations, manage psychometrics, ship, deliver and manage materials; includes version control of final documents
- Onsite Program Support – secure venue, room set up and A/V, staff accommodation, catering, program related transportation, material management and other logistics support
- Virtual Programme Support – support facilitators during programmes with set-up, breakout rooms, polls & other add-ins, plus we'll train you on air™ (Impact's experiential learning application) to ensure screenplays are created and content is deployed accurately & personally to our programme participants,

Skills:

- Excellent English written and verbal communication skills required
- Proven ability to prioritize multiple deliverables required
- Data fluency (ability to compile, analyse & present) required
- Proficiency in Microsoft Office Applications (i.e., Excel, Word, PowerPoint) required plus experience with MSTeams, Sharepoint & OneNote preferred
- Experience with proofreading, editing and formatting/designing documents preferred
- Knowledge of Mac computers preferred
- Familiarity with web based tools preferred (i.e., Survey Monkey, Zoom, WebEx, Adobe, Vimeo)

Experience:

- Bachelors Degree and two+ years relevant work experience in Project Management, Event Management, Learning and Development, or Human Services

Here are some things we'd love to hear about you:

- Enthusiastic, committed, and eager to learn
- Self starter with ability to manage own initiatives
- Able to work under pressure and deliver on tight deadlines
- Meticulous attention to detail and a high standard of accuracy is essential
- Willingness to adopt additional responsibilities as needed
- Team mentality
- Additional languages are an advantage

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Here are some things we're brilliant at:

- The money part – salary is negotiable and competitive (depending on experience). Profit share, bonus scheme and pension scheme are all in there too.
- We're a great place to work® – it's official!
- Wellbeing – health insurance is included in your package
- Inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of the impact academy or externally) to learn, develop and progress in your career
- Celebrating successes – no matter how great or small
- Caring for each other – we always have each other's backs
- Finding opportunities to support our local communities around the world
- Adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

Would you like to join our team?

We'd love to hear from you if you like the sound of us
and you think we'll like the sound of you!

Apply via our website



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