



IMPACT

# Program Manager

The small print...



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## Job Title

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## Role Overview

This Singapore – based Programme Manager role is tasked with supporting the design, set-up and delivery of facilitated programmes for clients in Asia. It is a highly team-focused role that requires extensive collaboration and effective communication with both internal and external stakeholders. It is also a highly rewarding role in its capacity to help conduct the inner-workings of highly effective, experiential learning programs for senior executives in top multinational firms.

## 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 program kits
- Program Development – work with project teams to support the research, design and development of presentation decks, learner journals, handouts and web portals.
- External Relationships – assist in the development of relationships with strategic corporate and community partners
- Program 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

## Skills:

- Excellent English written and verbal communication skills required
- Proven ability to prioritize multiple deliverables required
- Proficiency in Microsoft Office Applications (i.e. Excel, Word, PowerPoint) required
- Experience with proofreading, editing and formatting documents preferred
- Knowledge of Mac computers preferred
- Familiarity with web based tools preferred (i.e. Survey Monkey, WebEx, Adobe, Vimeo)

## Experience:

- Four year Bachelors Degree or combination of education and work experience that provides the knowledge necessary to perform above tasks and two+ years relevant work experience
- or
- Bachelors degree or equivalent plus four+ years relevant work experience in Project Management, Event Management, Learning and Development, or Human Services preferred

## 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!
- 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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