



IMPACT

# Program Manager

**The finer detail...**



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## The finer detail



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**Job Title: Program Manager**

**Department: Programs & Operations**

**Reports to: VP - Programs & Operations**

**Location: Impact Americas, remote (with some office-based time if location allows)**

### Role Summary

Program Managers play a critical role in contributing to Impact's success in delivering excellence through their enthusiasm for great product, their attention to detail and their relationship-based accountability. Program Managers keep all members of the team moving in the same direction while navigating disruptions, roadblocks and quick wins. Their organization is essential while managing multiple clients, multiple priorities, and multiple teams. This position is mostly behind the scenes of the final deliverable, with occasional face-to-face or virtual delivery support required.

### Duties and Responsibilities

- Work with Client Service Team in partnership with the client to plan and achieve project milestones and key deliverables
- Coordinate internal resources, third parties/vendors and client resources for the flawless execution of projects
- Conduct Client Service Team launches/check Ins and follow up Meetings
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Develop and maintain project plans to monitor and track progress against KPI's & key client milestones
- Ability to notice and flag changes to the project scope and project schedule. Work with Client Service Team to monitor quality of client solutions.
- Ensure compliance with all policies and procedures as agreed with the client, to be followed by all members of the Client Service Team
- Build strong relationships with all stakeholders and at times act as a main point of contact
- Collaborate with the Account Director and assist in re-contracting of work if needed
- Working knowledge and understanding of Impact's methodologies, associate fee structure, client contracting and invoicing process

### Resource Management

- Staffing – securing, contracting, and liaising with program staff
- Project equipment – procurement, management, deployment and repair/replacement of all project/program materials
- Schedule and manage IT requirements – audio, video and virtual meeting/delivery platforms in accordance with data security regulations and in support of internal and client IT representatives

### Program Development and Logistics

- Design support – attend internal and client design meetings
- Materials development – ensure all materials are designed, and produced (proofed, edited, formatted) to high quality and consistent with brand guidelines
- Virtual program elements – manage the initial setup of web platforms for virtual interface, have a general understanding of the flow and needs to support facilitators, producers and client IT
- Co-ordinate and contribute to staff briefings in collaboration with the Program Director
- Supervise and delegate program activities and tasks where appropriate



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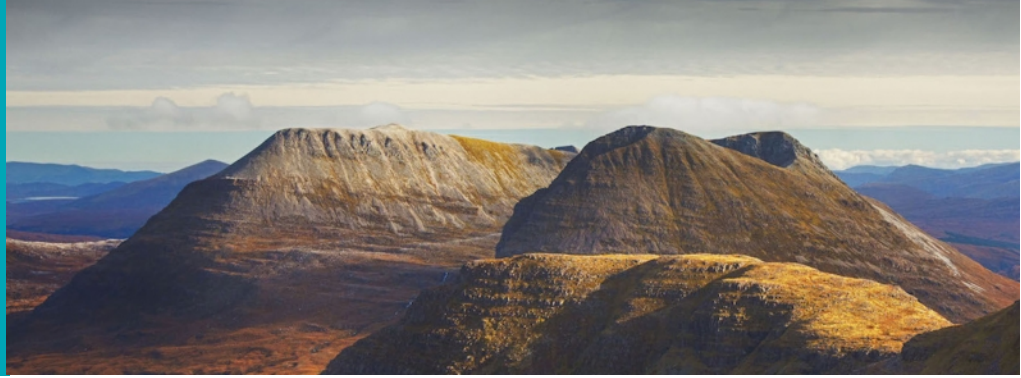
- Manage logistics – ensure all logistical considerations are in place i.e. accommodation, catering, AV, program-related participant travel, weather disruptions, local area holidays and events etc.
- Manage the administration, production and distribution of all program materials (print or digital)
- Psychometrics – manage setup, administration, printing and/or distributing psychometric assessments
- Manage post-program follow up work – standard evaluations, program reviews, coaching, reporting, client follow up/meetings
- Document management - managing working versions of documents and archiving/filing final versions as part of Impact's knowledge management system

#### Program Support (Onsite or Virtual)

- Client and venue liaison – works with client, Impact Program Director and venue to ensure a smooth program experience for all participants and Impact staff
- Logistics – (Producer liaison, facilitator guide review of logistical needs, i.e. breakout rooms, or AV, room set up, client and venue liaison)
- Experiential project set up, support and implementation face-to-face, explanation and support to producer on set up and implementation on digital platforms. Some implementation support on digital platforms is required.

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#### Knowledge, Skills & Abilities

- Excellent written and verbal communication skills
- Proven ability to prioritize multiple deliverables on multiple projects
- Ability to work under pressure and deliver on demanding deadlines
- Commitment to developing relationships to deliver excellent customer service
- Enthusiastic, committed, willing to learn and adapt in the moment
- Self-starter with ability to manage own initiatives
- Strong team player, willing to pick up work from and share work with others
- Positive assertion and influencing skills
- Ability to work through problems and have an orientation towards finding solutions
- Experience with proofreading, editing and formatting documents
- Meticulous attention to detail and a high standard of accuracy is essential
- High level of competence in Microsoft PowerPoint, Word and Excel i.e. to produce documents that are set out to specific standards, prepare high quality presentations, use databases effectively, produce statistics and graphs
- Familiarity with web-based tools (i.e. Survey Monkey, WebEx, Vimeo, Adobe Connect, Zoom, Microsoft Teams, Mural, JamBoard, GSuite, etc.)

#### Work Context

Impact is all about 'Liberating Human Potential', through a human approach, collaboration and relationships, the Program Managers contribute to Liberating Human potential for our client organizations.

You will be joining a team of Program Managers who are enthusiastic, ambitious, creative and fun. We meet weekly to share stories of both our work priorities as well as life in general. Laughter often finds its way into our meetings.

The majority of the role is direct client and colleague work from an Impact office or at home. There is some global or domestic travel required for program support when we return to face-to-face delivery. Work is generally performed indoors, but can involve outdoor components during the delivery of specific program methodologies.

Must have the ability to work non-traditional hours, as needed when engaging with global clients and global Impact colleagues.

The work week is 40 hours a week. There is an expectation that certain programs may require longer working hours to meet special project deadlines, especially if there are delays or last-minute changes.

Job effectiveness requires the ability to be flexible, decisive, and manage pressure in a fast-paced environment, particularly when faced with unexpected occurrences or delays.

#### Education & Experience

- High School Diploma or GED
- 3+ years of work experience, preferred in Project Management, Event Management, Learning and Development, or Human Services.
- 3 references upon request: 2 professional, 1 personal

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## Here's some stuff you should know:

- Salary is \$40,000 USD. Profit share, bonus scheme.
- 401K planning available. More details shared during an interview.
- Wellbeing – 25 vacation days, flexible work environment and health care coverage for employees is fully covered, family plans available with contribution.
- Celebrating successes – no matter how great or small.
- Caring for each other – we always have each other's backs.
- 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

