

Appendix 4

Role Description for Programme Director

1. Role of the Programme Director

The Programme Director (PD) is an approved sub-contractor engaged by the Centre, and is responsible for the management, co-ordination and financial aspects of the programme to its clients. The Programme Director will have the following specific duties and responsibilities:

2. The responsibilities of the Programme Director

- To ensure that quality procedures and processes are implemented, rigorous, monitored, evaluated and communicated to all interested parties
- To act as the first point of contact for the ILM, associate consultants and clients at all levels of enquiry
- To ensure effective communication at all levels, either through team meetings, emails or otherwise
- To act as central co-ordinator for all team meetings, either with associates or with the ILM
- To ensure that the appropriate documentation is forwarded to the ILM at appropriate points
- To have financial responsibility in relation to fees due to the ILM and financial arrangements with clients and associate consultants.
- To ensure there is an effective marketing campaign in place to publicise the programme widely across the Sector and its wider marketplace.
- To be the first point of contact for any complaints from the ILM, associate consultants, clients or learners.
- To keep up to date with legislative changes which may affect any part of the programme; (ie. storage of candidate/learner information/data protection)
- To ensure the safe storage of any information relating to the programme, whether it be manual or electronic storage, and to ensure learners' records are maintained for the appropriate length of time.
- To act as the data controller in relation to the storage of information
- To maintain and enhance external links with partners who may have a vested interest in the programme
- To ensure the smooth delivery of the programme to individual clients, from start to completion

Personal Qualities

- Excellent interpersonal skills
- Excellent communication skills – both written and oral
- Excellent presentation skills
- Attention to detail
- Able to work unsupervised
- Experience of working at a senior level within organisations
- Ability to travel anywhere within the UK

- Respect for client confidentiality

Qualifications

- Degree, or equivalent qualification in specialist area, if appropriate
- Knowledge of the further education sector (desirable)