

Short Courses and Executive Training Manager

Job Reference:	Short Courses and Executive Training Manager
Department:	Research, Enterprise and Knowledge Exchange
Grade/ Salary:	Grade 8
Contract Type:	permanent
Hours:	35 hours per week (Full time)
Location:	New Cross, London

Goldsmiths

At Goldsmiths, we are committed to making a difference through our teaching, research and knowledge exchange. We are a campus-based university located in the London Borough of Lewisham. Goldsmiths is an important source of social, cultural and economic impact in Lewisham and the South East with some 10,000 students, 1,300 staff and an annual turnover of £126 million. As a leading arts, humanities and social science university, we produce the future leaders and talented individuals that are in demand from many of the fastest growing sectors in the UK. Through our strong track-record of developing effective and innovative collaborations with business and other non-academic actors, we also contribute substantially to local, national and international growth, development and well-being.

We're looking for inspiring, dedicated and talented people to help build on our reputation as a research-intensive university and a leader in knowledge exchange while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Department of Research, Enterprise and Knowledge Exchange

The Department delivers the University's Research, Enterprise and Knowledge Exchange Strategy. The Department supports; the development of research proposals seeking external funding; statutory reporting to external funders, compliance and due diligence on research funding; the monitoring of progress and the financial delivery of externally funded grants; business growth and upskilling/reskilling programmes, as well as commercialisation opportunities; short courses and executive training; training and support programmes for researchers; Research Excellence Framework and Knowledge Exchange; civic priorities and research policy and strategy. The Deputy Warden for Research and Enterprise provides academic leadership of this area and the Department is under the strategic management of the Director of Research, Innovation and Knowledge Exchange who reports to the Deputy Warden.

About this role

The post holder will be responsible for the continued income growth and management of the university's portfolio of unaccredited short courses and proactively develop Goldsmiths' offer of executive training. A strong focus on operational efficiency and commercial viability, and an understanding of learning design and evaluation is critical to this post.

The role requires entrepreneurial thinking and commercial acumen combined with strong communication skills, methodical approach and developed leadership abilities preferably gained in a complex, matrix management environment. Experience in identifying, assessing and developing appropriate new business opportunities, particularly in a training environment, knowledge of the short courses London competitor markets and the ability to rapidly gain the trust of senior academic staff is essential. The post holder will have line management responsibility for two members of staff and will be expected to produce regular financial reports, business cases and formal papers for internal committees, working groups and the Senior Management Team.

While the post holder will take particular responsibility for Short Courses and Executive Training programmes, s/he will be expected to work effectively as part of the broader department, sharing management information on external contacts and opportunities to support the development of business engagement, consultancy and contracts, as well as contributing where appropriate to broader department priorities. The post holder will also act as an advocate for the benefits of Knowledge Exchange activities and assist academic departments to identify and develop potential new courses and training opportunities.

We are seeking a self-starter, ideally with an established track record of working in in a knowledge exchange, target-driven context. The post-holder should have initiative and be able to hit the ground running. Flexible and versatile, your proven project management skills together with experience of collaboration with a wide range of stakeholders within and outside academia will enable you to rapidly build effective relationships based on trust and mutual respect with our external and internal partners.

Job description

Short Courses and Executive Training Manager

Reporting to: Deputy Director

Responsibilities of the Post:

2 Goldsmiths, University of London, New Cross, London, SE14 6NW

1. To be responsible for the operational oversight of the review of the Short Courses and Executive Training portfolio.
2. To be responsible for the implementation and delivery of the review's recommendations within a short timeline.
3. To take responsibility for the growth of the Short Courses and Executive Training portfolio in line with agreed financial targets, and to develop Key Performance Indicators.
4. To adapt and implement a long-term strategic and operational plan for commercially successful Short Courses and Executive Training, informed by competitor analyses, market trends and a thorough understanding of Goldsmiths' strengths, building on the outcomes of the review of the Short Courses and Executive Training portfolio
5. To provide regular reports to senior management on progress against agreed strategies, operational plans, financial targets and Key Performance Indicators.
6. To oversee the day to day management of the Short Courses and Executive Training portfolio and processes for the development, approval, marketing and delivery of courses.
7. To explore the potential for new provision in line with agreed strategic and operational priorities, working proactively with academic departments, other professional service teams and partners outside academia, develop promising projects and initiatives, and oversee their effective delivery.
8. In collaboration with colleagues, to work as appropriate on bids for external funding.
9. To provide effective, motivational line management for direct staff reports and act as a flexible, collaborative member of the broader department.
10. To oversee the budget for Executive Training and Short Courses.
11. To support the annual planning process for Research, Enterprise and Knowledge Exchange, and inform the University's broader planning process.
12. To represent the University as appropriate at external meetings.
13. To deputise for the Deputy Director as appropriate.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria. The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate I**
= Interview **R = Reference**
T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Graduate level qualifications from any discipline or equivalent	A, C, I
Essential Criteria 2 - Experience	
Experience of overseeing the planning and delivery of complex projects in a deadline driven environment with a focus on financial outcomes.	A, I, R
Experience of developing and maintaining efficient administrative systems	A, I, R
Experience of leading and motivating staff and supporting their professional development.	A, I, R
Desirable Criteria 2 - Experience	
Experience of developing and supporting executive training or short courses	A, I, R
Experience of designing promotional campaigns and materials for a variety of audiences	A, I, R, T
Experience of working in a sales or marketing environment	A, I, R
Experience of using social networking tools in a professional setting	A, I, R
Experience of working in a university and/or in a small team. Preferably in a research and/or enterprise office, communications/events/marketing office or a similar environment	A, I, R
Essential Criteria 3 - Knowledge	
Familiarity with standard administrative packages	A, I, R
Desirable Criteria 3 - Knowledge	
A good understanding of the short courses market	A, I, R, T

A good understanding of short course delivery in a Higher Education environment	A, I, R, T
Essential Criteria 4 - Skills	
Excellent written and interpersonal communication skills	A, I, R
The ability to liaise effectively with departments within the university and with a wide range of external contacts	A, I, R
Entrepreneurial skills, including the ability to identify potential new prospects for income generation and growth.	A, I, R, T
A proven, self-motivated approach to planning and prioritising workloads	A, I, R, T
Evidenced ability to maintain a pro-active approach to detail in a fast-paced environment	A, I, R
Good IT skills (MS Office, e-mail, internet)	A, I, R
Additional Attributes	
The ability to maintain a professional and composed demeanour while working to tight deadlines	A, I, R
The ability to work as a team player	A, I, R
Flexibility and adaptability	A, I, R