IMPACT

Programme Manager

Reference: R210352

Salary: £42,149 to £50,296 per annum

Grade: Grade 09

Contract Type: Fixed term (36 Months)

Basis: Full Time

Job Purpose:
Aston Centre for Growth, at Aston Business School, designs and delivers business support programmes for SMEs (face to face and online) and provides other business support opportunities for entrepreneurs, as well as start-up and incubation support to student and graduate businesses. The programmes currently delivered by the Centre for Growth include, Help to Grow: Management, Aston Programme for Small Business Growth, Minerva Birmingham Pitch Up, Productivity through People, BSEEN (Birmingham Skills for Enterprise and Employability Network) and Aston Business Mentoring Programme. The Centre works alongside leading research centres ERC (the national Enterprise Research Centre) and CREME (Centre for Research into Ethnic Minority Entrepreneurship). Through these centres of excellence Aston has built a significant role in the West Midlands region and nationally in promoting inclusive growth through impactful research and business engagement. Aston was awarded both University of the Year by the Guardian and THE Outstanding Entrepreneurial University in 2020.

The Centre has a small team of 10-15 people and the Programme Manager is a senior member of the Centre's team with responsibility for leading on core business engagement activity for the benefit of entrepreneurs and small businesses. This requires relationship building with the SME beneficiaries as well as funders and regional bodies, academics and external experts to operationalise programme activities and deliver business support in face to face, online and hybrid environments. The Programme Manager is also responsible for ensuring a consistently high standard of quality throughout and equality, diversity and inclusion in both team working and the delivery of activities.

Aston University has recently introduced a Dynamic working policy. Dynamic working is working in a flexible and agile way so that people can carry out work in the most effective way and in the space and location most suited to the task. The Centre will be implementing this new policy during the Autumn term.

Main duties and responsibilities

Planning
- Develop programme delivery plans for business engagement activity in consultation with senior colleagues. Ensure activities align with Centre for Growth priorities and the needs of target SME beneficiaries and take responsibility for their implementation.
- Plan and organise programme resources to ensure effective delivery, maintaining high quality and achieving outcomes/programme targets throughout.

Recruitment and Selection Process
- Support with marketing and recruit applicants to programmes and business support opportunities, running suitable application and selection processes where relevant and ensuring sufficient eligible applicants.

Financial Management
- Be responsible for setting programme budgets, monitoring spend and monitoring the use of Agresso (finance database). Review monthly budget spend reports with senior colleagues and put in place remedial actions as appropriate.
- Manage client invoicing and the payment process for participants where relevant.

Relationship Management
- Manage relationships with funders, consortium members, referral partners and other relevant stakeholders.
- Monitor and ensure the quality of communications between business engagement activity and external stakeholders.

- Ensure that partners and funders are updated regularly on operational matters, initiating and monitoring systems for this.
- Ensure effective communication with target SME groups including potential programme participants, and alumni from Centre for Growth programmes to build a thriving network and a detailed understanding of their needs.

Programme Delivery
- Develop and manage the delivery of all elements of programmes, workshops, events, webinars and online activities with the support of other team members.
- Manage team members and recruit additional admin support when required for externally funded programmes, allocate tasks and supervise work.
- Ensure all workshop and event materials are produced on time and that all arrangements for venues and online sessions are in place; attend and support delivery of events and workshops as appropriate.
- Monitor participant attendance and the participant evaluation of each business engagement activity and ensure timely submission of the data. Put in place the processes to ensure effective collection of participant impact evidence to aid overall programme evaluation.

Integrated Working
- Ensure appropriate liaison with the College of Business and Social Sciences and Aston University support departments, particularly purchasing, finance and legal, to ensure business engagement delivery conforms to University policies and processes.
- Build relationships with other teams at Aston responsible for delivering business engagement activities, ensure effective communication and sharing of information, and promote collaborative working.

General
- Collect feedback and other data about business support activities and provide regular progress reports.
- Work closely with the Centre Director and other team members to monitor progress of business engagement activities against Centre for Growth priorities.
- Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.
- Lead and manage staff as appropriate, promoting citizenship, collaboration, and high performance within the team.
- Undertake other duties as requested from time to time by the Centre Director and Associate Director and to ensure the effective operation of the Centre for Growth.

Additional responsibilities

▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.

▶ Ensure and promote the personal health, safety and wellbeing of staff and students.

▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.

▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

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Person specification

	Essential	Method of assessment
Education and qualifications	Education to A level is required, plus a graduate level qualification *or* substantial equivalent experience in a management role in a business support environment.	Application form
Experience	Substantial experience of managing programme operations in a business support environment including provision of support to SMEs Substantial experience of communicating effectively and reporting to (where required) a wide range of stakeholders in a business context including corporate clients, funders and the leaders of small and medium-sized businesses Practical experience of marketing and recruiting to programmes/courses within a business support environment Practical experience of event delivery/management Thorough knowledge of business support programmes and/or business networks Experience of successful line management with teams working remotely and or in a dynamic working environment.	Application form and interview
Aptitude and skills	Ability to work collaboratively and build productive relationships with a range of partners, stakeholders and external clients and contractors High degree of attention to detail and quality including strong verbal and written communication skills Excellent presentation skills Ability to work accurately and to tight timescales Flexible and responsive to change	Application form and interview

	Essential	Method of assessment
	Proactive attitude and able to take advantage of opportunities. Operating effectively and with resilience Excellent organisational skills: ability to prioritise workload to meet deadlines and manage/ respond to competing demands Customer focused and demonstrates continuous improvement Ability to use information technology with speed, accuracy and precision including standard Microsoft packages , using social media for promoting business activities, and delivering business support in online and hybrid environments	

|	Desirable	Method of assessment
Education and qualifications	Education to A level is required, plus a graduate level qualification *or* substantial equivalent experience in a management role in a business support environment.	Application form
Experience	Experience of working collaboratively with academics and professional services staff within a Higher Education Institution Understanding of the policy and funding context for business support Understanding of business engagement within the higher Education/University environment Experience of Procurement/Purchasing	Application form and interview

How to apply

You can apply for this role online via our website https://www2.aston.ac.uk/staff-public/hr/jobs.

Applications should be submitted by 23:59 on the advertised closing date.
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via jobs@aston.ac.uk.
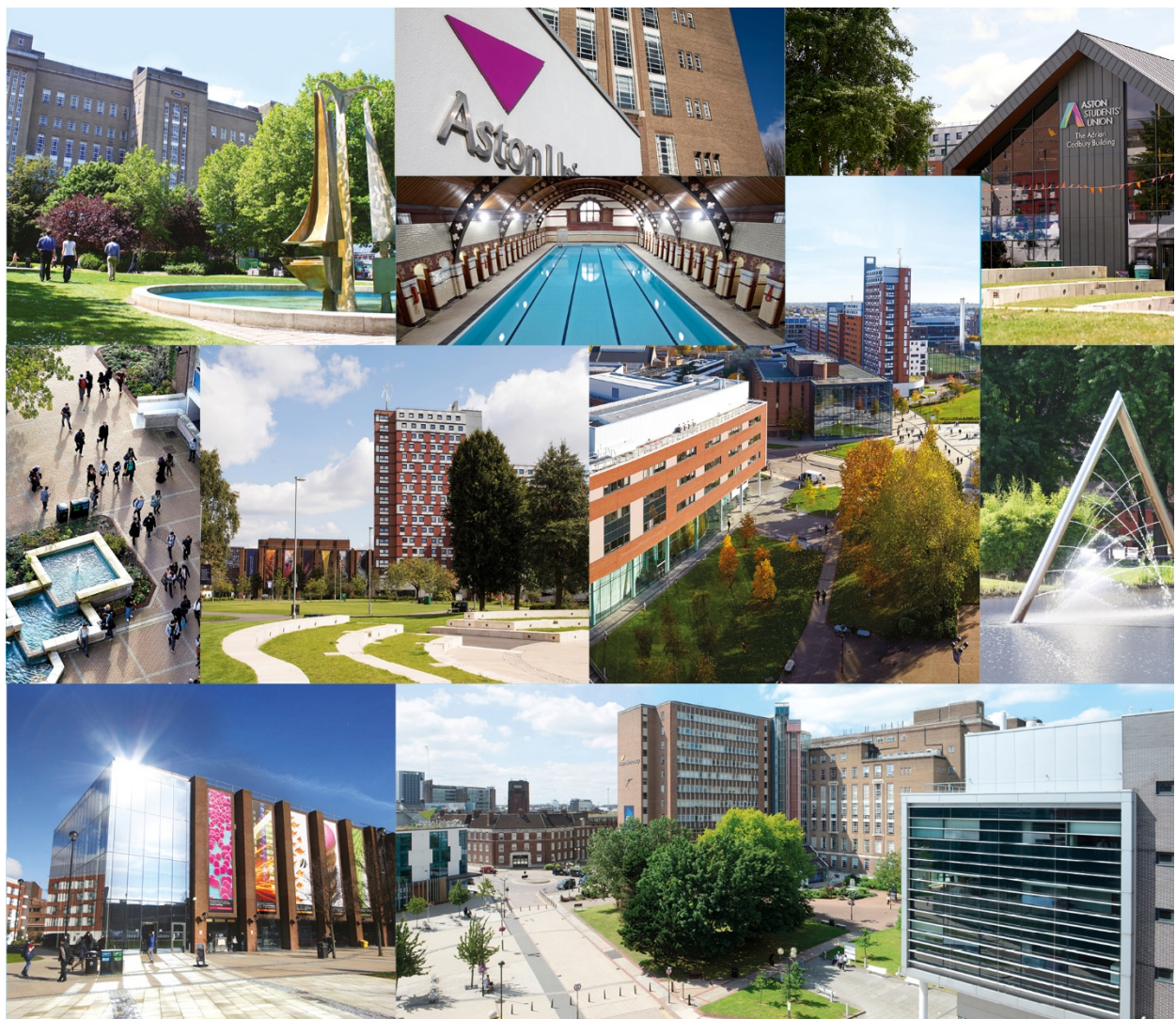
Contact information

Enquiries about the vacancy:

Name: Kate Angel
Job Title: Programme Manager
Email: angelk@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:
Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website https://www2.aston.ac.uk/staff-public/hr for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index

Benefits: https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index

Working in Birmingham: https://www2.aston.ac.uk/birmingham

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:
Post-Brexit transition period / EU Settlement Scheme
The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage https://www.gov.uk/settled-status-eu-citizens-families
Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website https://www.gov.uk/browse/visas-immigration/work-visas. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:
Skilled Worker Visa
https://www.gov.uk/skilled-worker-visa

Global Talent Visa
If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:
- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.
https://www.gov.uk/global-talent

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at https://www2.aston.ac.uk/data-protection. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

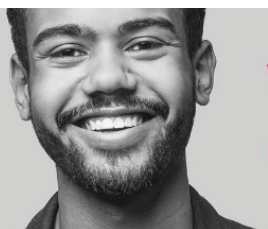Full details of our terms and conditions of service and associated policies and procedures are available online at https://www2.aston.ac.uk/staff-public/hr/policies

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