

**Position: Program Manager (full-time)**

**Location: Sydney + travel when required**

**Role purpose:**

*As part of Inking's Program's team, the purpose of this role is to create raving fans by providing outstanding support for the delivery of all of our in-house programs. This role will utilise excellent organisational and administrative skills to support the programs team to implement and execute the continuous improvement of programs processes and systems to enable Inking to grow and further embed as a leader in the market.*

Outcomes	Responsibilities	Rating	Comments
<p><b>Drive program outcomes (75%)</b></p>	<ul style="list-style-type: none"> <li>• Develop program planning documents including program summary document and communication plan within allocated best practice time frames.</li> <li>• Create contracts within allocated best practice time frames.</li> <li>• Develop all materials required for client meetings and send within best practice time frames.</li> <li>• Support and set up of all delivery components including coaching sessions attached to programs</li> <li>• Set up and run all program management meetings (internal and external) on time communicating actions and next steps for all parties</li> <li>• Ensure weekly tasks are communicated and delivered to the client</li> <li>• Ensure the Programs team are on track for all delivery components, including diary management to ensure time to create workbooks and facilitator guides</li> <li>• Deliver all communications to participants and stakeholders in line with the communication plan</li> <li>• Respond to our clients and participants within 24 hours</li> <li>• Input all program information into WFM and manage tasks daily</li> <li>• Complete program closure within three weeks of final program activity including evaluations.</li> <li>• Develop strategic communications when required</li> <li>• Support the development of facilitator guides, workbooks, program materials and update product templates as required</li> <li>• Update NPS tracker within 2 days of workshop completion</li> <li>• Achieve a Net Promoter Score of 80+ from clients on all programs</li> <li>• Achieve a 4+ average for PM scoring from participants</li> <li>• Packing of support material to set the program up for success in a timely and efficient manner (if required)</li> </ul>		
<p><b>Build and maintain supporting systems and processes 15%</b></p>	<ul style="list-style-type: none"> <li>• Update resourcing document to reflect programs of work of a weekly basis</li> <li>• Analysis and reporting of program costing model on a weekly basis to ensure programs are on track and on budget and keep Program Director updated on program budget and timeframes</li> <li>• All templating created/updated as required and housed in appropriate centralised location.</li> <li>• Complete all Workflow Max requirements correctly and on time</li> <li>• Drive a continuous improvement approach to the delivery of our programs</li> </ul>		

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<p><b>Contribute to Inking (10%)</b></p>	<ul style="list-style-type: none"> <li>Attend and contribute to both team and all of business internal meetings</li> <li>Assist with the writing of proposals when required</li> </ul>		

**Qualifications/experience**

- **Essential:** Experience in a program manager or equivalent position in a training/consulting environment
- **Essential:** Super quick skills in Outlook (inc. calendars), Word, Excel and Powerpoint and Pages.
- **Ideal:** Bachelor’s degree or equivalent

**Key competencies**

**Personal capability**

- **Impeccable honesty and integrity** - Does not cut corners. Earns trust and maintains confidences.
- **Learning agility** - Has the ability to think, work and pick things up quickly. Loves to learn and apply new things.
- **Infectious enthusiasm** - Demonstrates passion and excitement. Has a willingness to roll up their sleeves and pitch in. A desire to do the very best they can – for our clients and for our team – at all times.
- **Innovates** - Works to improve systems, processes and delivery methods for our clients. Constructively challenges the usual approach to find better ways of doing things that meet business and client needs.
- **Problem solving** - Has the ability to foresee roadblocks and is proactive in preventing them from occurring. Solves problems and prioritises without fuss or drama.

**Interpersonal skills**

- **Excellent written and verbal communication skills** - Is able to communicate with a broad range of people at all levels, including senior level leaders. Can use multiple mediums to communicate effectively.
- **Team player** - Works with absolute integrity to collaborate with teammates and the broader business to drive cohesiveness and a culture of generosity. Always prepared to ask, “where can I add further value”.

**Project Management**

- **Outstanding organisation and planning skills** - Demonstrated ability to manage multiple projects to deadlines. Plans, organises, schedules, budgets in an efficient and productive manner. Delivers on time.
- **Attention to detail.** - Does not let the important details slip through the cracks or cause us to deliver anything other than exceeding client and participant expectations. Always follows through and calls out with advanced warning when deadlines are not going to be met.

**Stakeholder management**

- **Strong relationship building skills** - Able to build deep and meaningful connections with people quickly over various mediums with multiple stakeholders.
- **Adaptability** - Able to respond positively to changing priorities. Thrives in new and uncertain situations. Is proactive to seek out additional detail or information when required.
- **Thinks outside the box** - A willingness to bring new ideas to the table, particularly focussed on process improvement and team culture.

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**Culture Fit**

We are high performing business with a courageous culture. All team members live by our values and behaviours.

# Our values and behaviours

**GROWTH**

*Lean into discomfort*

We provide ongoing feedback to colleagues on strengths and opportunities for improvement

We commit to weekly or fortnightly 1:1s

We conduct Chat and Grow conversations twice a year

We welcome and ask for 360 feedback (we want it in all directions) formally and informally

We take individual PD that clearly demonstrates growth and supports Inklings strategy

We send all team members on our public programs

We offer in-house coaching to our team from our coaches

We run fortnightly learning sessions

We take initiative to help Inklings grow in line with our strategy

We have courageous conversations

We operate from a growth mindset during times of uncertainty, change and difficulty

**AUTHENTICITY**

*Take off the armour*

We say what needs to be said, when it needs to be said

We check in with others when I sense they are not being themselves

We are open and curious about opinions that are different from our own

We contribute our ideas and opinions and seek them from others

We welcome being challenged and challenging others but never intimidate or talk others down for their views

We address any concerns about ethics and integrity promptly and with professionalism

We will not tolerate back channeling or talking about others in a non-constructive way

We will not tolerate dishonesty or lack of integrity and it will be discussed and addressed immediately

We ask for help when we need it

**CONNECTION**

*Go deep*

We make the effort to connect with our colleagues and clients to see how they are doing (+ outside of work-related issues)

We take responsibility for our own self-care so we can be the best version of ourselves for others

We are curious, constructive and caring in our communication

We offer a quarterly team connection fund to support deep and genuine connection

We come together as a group once a month

We encourage our colleagues

We show care for each other

We do not tolerate passive aggressive communication, shaming or blaming others

We take responsibility for knowing and communicating our own needs and acknowledge that resentment is borne out of not honouring our own needs

**OWNERSHIP**

*We are accountable and reliable*

We honour our individual commitments to our colleagues, our clients and to Inklings

We use time and resources thoughtfully and respectfully

We take responsibility for our individual actions, decisions and deliverables and own our mistakes

We hold each other accountable to agreed commitments, standards and behaviours

We take responsibility for our individual energy that we bring to work

We behave in a respectful and honourable ways towards our colleagues and clients

We regularly report our priorities and how we are tracking

We are clear on our strategy, plan and individual priorities and ask when we are not