

JOB DESCRIPTION

Vacancy reference:	SRF33503
Post Title:	Commercial Coaching Manager
Grade:	7
School/Department:	Henley Business School, Executive Education
Reports to:	Head of Custom Programmes
Responsible for:	CaaS Coaching Coordinator (G5) , CaaS Coaching Administrator (G4)

Purpose

The post holder will run the Henley Business School 'Coaching as a Service' (CaaS) business, liaising with clients and Henley Business Development Staff as appropriate. The role will focus on two strategic priorities of the Business School. The first area of responsibility is to oversee the service set-up and roll out for all Henley's coaching activities related to the delivery of Civil Service Learning., The post holder will work with EY as prime contractor to deliver a service comprising of several functions including Quality Management, Supervision, CPD and Impact assessment. The service needs to build capacity to deliver over 3000 coachees per annum (worth c£1-£1.25m per year for Henley). The second area of responsibility is aligned to the School's strategy to commercialise the coaching centre by offering CaaS into the private sector. This is expected to extend to large scale coaching provision for other clients (which could be direct or with EY as prime contractor)

Main duties and responsibilities

Business Planning and management

- Propose and manage the annual budget for CaaS
- Achieve agreed business targets (revenue and cost)

Coaching infrastructure management

- Design and implementation of policies and operational processes
- Creation and maintenance of policies related to CaaS provision
- Continuous improvement of products and services
- Ongoing improvement of service level agreements and KPI's
- Monitor the use of any technology platforms used to deliver the service and use data to drive decision relating to service improvements

Project management

- Lead projects to develop the service or implement client contracts
- *Mentor the coaching coordinator to set up and run professional service implementations*

Commercial management

- Work with the relevant business development lead and finance person to scope opportunities and support the creation of project budgets

- Undertake demand planning based on forecast and sales data
- Support Business Development to win new CaaS work
- Identify opportunities from the Coaching Centre Members to deliver our services

Budget management

- Approve costs
- Ensure UoR policies and procedures are followed.
- Ensure that operational costs fall within the agreed budget
- Seek to improve cost efficiencies using systems and lean processes to deliver greater value to the university through careful management of products and services

Contract compliance and management

- Ensure that Henley complies with the EY contract (and flowed-down terms from Civil Service Learning)
- Ensure that Henley complies with other contract terms with non-CSL clients
- Manage supplier contracts, working with UoR Legal and Procurement colleagues
- Ensure that coaching Supervision is effectively set up and running and that all Henley coaches are complying with supervision quotas

Relationship management

- Manage internal and external relationships with coaches, faculty and coaching supervisors
- Act in the capacity of an Account Manager and work with Custom Business Development Directors to maintain excellent ongoing client relationships
- Liaise with Henley and UoR service providers

Team management

- Lead a team of administrators to run the CaaS business
- Undertake annual PDRs
- Ensure all work is of the highest standard.
- Conduct ongoing development dialogue with the team

Supervision received

This post will report to a member of the Executive Education Senior Leadership team (G9), with an informal reporting line to one or more Business Development Directors(G8) in relation to particular CaaS accounts and to the Academic Director of the Coaching Centre.

Supervision given

The post holder will act as line manager for a CaaS Coaching Coordinator (G5) and a CaaS Coaching Administrator (G4)

Contact

Internal: Executive Education Senior Leadership Team; Henley service departments, University service departments (legal, procurement, finance, IT etc), faculty, senior business development staff

External: Client representatives (typically senior HR and procurement, EY partners, suppliers)

Terms and conditions

Full-time, some weekend or evening working may be necessary.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed:

6 August 2020

PERSON SPECIFICATION

Job Title	School/Department
Coaching Commercial Manager	Executive Education

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Strong verbal and written skills • Strong project planning and organising skills • Knowledge of organisational systems and processes • Confident presenting and or public speaking skills 	<ul style="list-style-type: none"> • Knowledge of coaching tools and techniques • Knowledge of coaching supervision and its link to commercial governance
Attainment	<ul style="list-style-type: none"> • A relevant degree or equivalent professional qualification 	<ul style="list-style-type: none"> • A coaching qualification • Project management qualification such as Prince or PPM, or similar
Knowledge	<ul style="list-style-type: none"> • General business knowledge • Understands typical commercial contract terms • Able to extract and manage contract requirements contained in a typical SoW • Understands business planning cycles • Understands pricing and budgeting information • Understands coaching delivery models and packages . 	<ul style="list-style-type: none"> • Exposure to educational services • Exposure to coaching market place and coaches • Knowledge of learning and development or leadership development
Relevant Experience	<ul style="list-style-type: none"> • This post would suit a professional service-based person with considerable experience of working in a commercial environment • Proven contracts management or project management experience • Experience of managing a commercial service (eg an event or members-based business) • Has acted as a line-manager 	<ul style="list-style-type: none"> • Worked in a client liaison or contracting role delivering learning and development or leadership solutions • Held a revenue generating role in an educational setting • Managed a coaching service
Disposition	<ul style="list-style-type: none"> • A commercial mindset, with an understanding of the value of external client relationships • A strong team player 	<ul style="list-style-type: none"> • Able to listen actively • Ask probing questions • Seek to reach agreements and positively influence stakeholders

	<ul style="list-style-type: none">• Ability to work with others outside of their team• Able to influence senior-level staff and faculty• Excellent attention to detail• Comfortable in client facing meetings and discussions that bridge technical and commercial arrangements	<ul style="list-style-type: none">• Diplomatic
<p>Completed by: Karis Burton Date: 02/11/2020</p>		