

## SLC Programme Manager

SLC is a young, fast-growing digital publishing and training company based at the Sussex Innovation Centre at Sussex University.

We write, design, publish and teach technical English language courses to sectors where accurate communication is critical to organisational effectiveness and safety, such as healthcare and energy. We train international nurses and doctors to pass the exams they need to work in the UK and elsewhere, providing critical support to the NHS at a time of severe shortages.

We're looking for a dynamic, organised individual who can manage our programmes, look after our customers and make a great contribution to a company with huge potential. Clients include multiple NHS Trusts, international recruitment companies and the largest medical university in Russia!

We offer a competitive salary with plenty of reward for success, flexible working hours, the freedom to work from home from time to time, a company laptop, mobile phone, and on-going training and administrative support.

### What will you be doing?

- Communicating with learners around the world, giving them access to new courses and keeping in touch with them throughout their time with SLC
- Assigning SLC trainers to programmes and supporting them operationally to deliver great courses
- Managing course set up and logistics, from needs analysis to ordering materials to scheduling lessons
- Organising progress assessments and feedback so you know if the programmes are working and helping implement changes where necessary
- Analysing data trends and proactively engaging with existing clients to quickly raise any potential issues that might affect training results
- Working with the SLC Academic Team to suggest course types, products and training methodologies to clients
- Setting up virtual classroom training and making sure learners get the most out of a new learning environment
- Demonstrating operational front- and back-end functionality of SLC's courses to potential clients
- Attending occasional face-to-face meetings with clients to discuss the operational aspects of training programmes
- Managing client reporting across a full course cycle to include attendance, online course uptake, assessment results, feedback, issues and associated actions

We are a small team and you will be joining at an exciting part of the company's development as we launch multiple new online products in the next 6 months. As part of this, you will take ownership of the processes and systems outlined, driving change and improvement where needed to make sure the programmes are



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the best they can be. You will work closely with the company directors, academic managers and teachers at all times.

**What skills and experience do you need?**

- Ability to manage and prioritise workloads in a demanding environment
- Fantastic attention to detail
- Ability to analyse trends and patterns and pro-actively respond to them
- Ability to build trusting relationships with clients
- Understanding of database management and fluency with Microsoft Office Suite
- Excellent verbal and written communication skills
- A quick learner, able to analyse and learn from experience, with a strong desire to learn and improve
- Educated to degree level
- Knowledge of the language training sector or teaching would be an advantage

**Salary:** £28k + benefits and bonus

**Start date:** September

Apply now with CV and cover letter outlining why this role should be yours to Chris Moore, [chris@specialistlanguagecourses.com](mailto:chris@specialistlanguagecourses.com).

**Application deadline:** 16<sup>th</sup> August



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