

MIT Job Description

Job Title: Education Prog Admin 1	Position Title: Assistant Director, Custom Programs, Exec ED
Reports to: Director, Executive Programs	% Effort or Wkly Hrs: 100%
Department: MIT Sloan School, Office of Executive Education	Grade 8

Position Overview:

The Assistant Director, Custom Programs, collaborates with program coordinators, program directors, other staff, faculty, clients, and vendors in the design and delivery of large-scale, complex programs in the Office of Executive Education. This role is responsible for managing the lifecycle of custom business client relationships inclusive of development, maintenance and planning of business development opportunities, new and existing client engagements all in collaboration with a Director or Senior Director for each engagement, and reporting directly to a Director, Executive Programs.

Principal Duties and Responsibilities:

Executive Education project management responsibilities for custom client development and relationship management including: (90%)

Proposal Development- works with clients to develop and deliver custom program offerings

- Research prospective new clients regarding their internal structure, industry and research interests for RFP and proposal submissions
- Actively participate in prospect/client calls, meetings, and site visits to help scope elements of proposal and responses.

Design Development

- Manage and set milestones and deliverables, and ensure deadlines are met during the program design process for complex custom engagements
- Responsible for arranging all aspects of and participate in client meetings and design meetings, summarizing key action items to ensure they align with overall program learning objectives, driving timelines for deliverables for both clients and internal delivery teams, faculty and vendors, from planning stages through to implementation and delivery related to program development
- Review, provide input and propose areas of improvement to content and deliverables for programs with both internal team and clients
- Point of contact for other internal teams like Digital Learning team with regards to asynchronous assets
- Partners with Director / Senior Director to develop program content and design materials
- Work closely with and serve as a key integrator between internal delivery team and client contacts
- Foster and manage relationships across internal and external stakeholders to enhance program and client development;

Delivery Management

- Manage complex custom engagements through all business phases (business development, contracting, design, delivery, evaluation, renewal).

- Engage with clients and maintain productive and professional client relationships
- Work with Faculty Director to review and update the program design and schedule
- Communicate with teaching faculty regarding their teaching engagements and content
- Develop and submit program budgets, secure teaching permissions, confirm and process faculty compensation
- Manage program teams in successful delivery of programs
- Be accountable for educational outcomes and financial performance of the program
- Partner with Director/Senior Director to work with faculty to manage program content and design updates, as needed
- Build organizational competence of strategic value to the business. E.g., specialist knowledge and leadership within the organization in learning technology for executive education and/or action learning
- Exemplify and uphold the MIT Executive Education Values of People, Trust & Respect, Learning & Ideas, Operational Excellence, and Sustainability

Support the business development team in generating and responding to custom client requests for executive education offerings (10%)

- Identify and initiate qualifying conversations based on budget and content requirements, and potential internal (team and faculty) interest and capacity with incoming new business leads and opportunities and present recommendations of whether to pursue to the business development team
- Collaborate with Directors and Senior Directors to develop proposals– understand existing materials available and create new material for new proposals
- Curate and maintain asset storage of proposal materials, different proposal formats, and help determine appropriate proposal format for prospective opportunities
- Communicate full portfolio of program offerings and Executive Education faculty expertise, to recommend and advise companies and individuals in their selection of MIT Sloan Executive Education programs, and support proposal and RFP responses

Other duties as assigned or required.

Supervision Received: Reports to a Senior Director of Executive Programs, receives guidance and collaborates with a wider team of Directors/Senior Directors on a variety of assignments.

Supervision Exercised: Will have no direct reports

Qualifications & Skills Required and Preferred:

Required

- Bachelor's degree required
- 5 years' of industry or executive education programming experience in client relationship and/or project management
- Strong communication, analysis and organizational skills required.

Preferred

- Business acumen skills, including complex client management, global business experience
- Familiarity and/or experience with digital and online learning engagements
- Work collaboratively with other members of the Executive Education business development team, corporate senior executives, faculty and staff at all levels of the client organization and MIT
- Develop and maintain positive relationships with Institute faculty and custom clients

- Prioritize work based on strategic objectives
- Strong interpersonal and communication, project management, and technical skills (MS Office)

Competencies: Contribute, Communicate, Collaborate, Engage, Manage, Lead

*** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.*