



Project Manager

Reports to: General Manager, Wade Institute

Employment Type: Full-time. Fixed Term for one year with the possibility of an ongoing position.

The Wade Institute

Established with a gift from entrepreneur Peter Wade, the Wade Institute exists to empower the next generation of entrepreneurs and to be the birthplace of game-changing enterprises. We are a centre of informed entrepreneurial practice – an environment where individuals and ideas flourish. The Wade Institute delivers the University of Melbourne’s Master of Entrepreneurship and in 2018 we are growing the number of immersive education programs we offer.

Position Purpose

The Project Manager is responsible for end to end project management of a suite of new programs offered at the Wade Institute from inception, through sales and recruitment, operations and evaluation. There is no job too big or too small and you will thrive on using your critical thinking skills and attention to detail to ensure we are focused on generating great outcomes.

The Project Manager will be required to oversee delivery of new programs on campus, manage complex logistics and work closely with participants, facilitators and stakeholders.

As the Wade Institute is launching a brand new suite of programs this is a unique greenfield opportunity to use your previous project management experience to design, create, develop and implement projects that meet and exceed organisational objectives and ensure outstanding customer satisfaction.

We work in a small team in an open plan and collaborative environment. We are fast-paced with a strong focus on producing outcomes. This position requires a very high level of professional judgement, trust and accountability while working as part of a team.

What’s great about working for the Wade Institute is that you are surrounded by a group of people who are absolutely passionate about our mission, who inspire, cooperate, help and have fun with each other. We highly value diversity in our team of

folk who think, act and view the world differently. We are a values based organisation who walk the talk and are committed to continuous learning.

Key responsibilities:

- End to end project management of new programs delivered at the Wade Institute.
- Manage and deliver highly successful participant experiences, reflecting high quality program management, customer service and organisational excellence.
- Create, maintain and build proactive and positive customer, faculty and stakeholder relationships.
- Monitor and report against budget, timeframe and other contractual KPI's.
- Collect and analyse data and prepare reports to capture metrics achieved and progress to date.
- Create, manage and maintain processes and procedures to ensure effective operation of programs including recruitment, enrolment, payment, travel bookings, accounts and invoicing.
- Design and manage course evaluation processes for all programs including coordinating and monitoring the implementation of any agreed actions arising from the evaluation process.
- Design, deliver and monitor ongoing alumni, mentoring and community events.
- Event management and administrative tasks associated with the key responsibilities.

Key Tasks

Programs & operations

- Manage the end to end participant experience in all programs to ensure outstanding customer satisfaction.
- Create and manage processes to ensure effective execution of programs including recruitment, enrolment, payment, participant evaluation, accounts and invoicing.
- Collect and analyse data and prepare reports to capture metrics achieved and progress to date including alumni activity and outcomes.
- Prepare high quality reports that are backed up by data for external and internal stakeholders.
- Liaise with guest speakers, faculty, sponsors and startups including making travel bookings.
- Event management.
- Create ongoing alumni events in line with our community engagement strategy.
- Be an important part of the Wade Institute community and contribute positively to our culture

Marketing & Recruitment

- Work closely with the Associate Director, Marketing to suggest, project manage and deliver key strategic events and initiatives that build both brand awareness and achieve recruitment goals.
- Assist customer development including data analysis and desktop research and collaborate with marketing team with intelligence and insights from customer development.

- Assist participant recruitment including attending customer interviews and follow up with prospects.
- Attend Wade Institute events.
- Create and deliver on opportunities to promote the Wade Institute suite of offerings.
- Generate and develop new long-term pipeline recruitment programs and activities.
- Answer enquiries from all communication channels including telephone, email, and social media.
- Monitor, evaluate, analyse and report on recruitment enquiries and suggest areas of improvement.
- Manage marketing collateral and external materials (including merchandise).

Key selection criteria:

- At least 3+ years' experience in project management.
- An ability to visualise, project manage and execute on a range of events, programs and activities to a very high standard.
- Excellent ability to prioritise and plan effectively and to meet deadlines in a fast paced and entrepreneurial environment.
- An organiser with fantastic attention to detail who is able to establish standard operating procedures in a high-growth business unit.
- A proactive and confident communicator in writing and in person.
- Ability to develop rapport with a variety of internal and external stakeholders.
- A strong collaborative, action-oriented and continuous learning mindset.
- Discretion and compliance with confidentiality requirements.
- Comfortable working in an open-plan office and creating time management strategies in a bustling community of super engaging people.
- Ability to work flexible hours, with occasional nights and weekends as required.
- Experience in an educational setting is highly regarded.

Applicants are invited to submit a covering letter and a resume addressing the key selection criteria listed in the Position Description to Georgia McDonald, General Manager at enquiries@wadeinstitute.org.au

Applications close at 5 pm on Sunday 22 July 2018.