



PROGRAM MANAGER

REPORTS TO	Delivery Discipline Lead
LOCATION	Regular onsite presence alternating between the PDG offices in Malvern and various clients in the Mid-Atlantic United States.

Position Summary

The Program Manager is responsible for managing all aspects of an assigned client program of work, including:

1. **Managing the PDG program team:** Includes onboarding new learning development and implementation resources (including facilitators) into positions with our clients, monitoring performance, implementing performance plans when necessary, coaching and developing the project team, troubleshooting problems that may arise, communicating our progress in relation to client expectations.
2. **Driving business results:** Includes accountability for the success of the client's initiative(s), for example, liaising with PDG strategy consultants to ensure the correct strategy is in place, helping the client act on the learning strategies, and creating executive-level presentations to gain buy in and support in the client organization; becoming a trusted advisor, managing client satisfaction, striving for continuous improvement, and being the primary contact for the client at the executive level.

Responsibilities

The Program Manager:

- **Implements learning strategies:** Spearheads the implementation of the strategies needed to drive the initiative forward and to deliver business results, as developed by PDG strategy consultants.
- **Manages client relationships:** Monitors, communicates, and achieves the client's desired service levels; manages scope; monitors client satisfaction with placed resources and works with clients to overcome any challenges; ensures that we manage and meet client expectations.
- **Manages resources:** Coordinates and manages onboarding; coaches, inspires, and manages performance; monitors the resource's satisfaction with the engagement and works to ensure that resources feel valued, supported, and connected to PDG.
- **Plans for and manages the work:** Creates project plans, schedules, distributes and manages the work, monitors risk and creates mitigation strategies, is always looking for continuous improvement opportunities.
- **Drives Growth:** Works to strengthen client relationships, to ensure client satisfaction, to identify new business development opportunities, and to ensure we assign the right resources. Supports expansion by developing a scalable model that provides oversight of consultants across multiple locations.
- **Ensures Quality:** Works with client team to understand and define quality standards and ensure the PDG team meets and/or exceeds those standards. Coaches embedded resources to be best in class consulting professionals.
- **Manages budgets:** Monitors and reports burn rates to the client monthly, manages the engagement budget and discusses with the client monthly, tracks contracts/SOWs and contractor work orders as needed



- **Enforces process adherence:** Ensures that all team members apply PDG's proven processes to drive quality, efficiency, and customer satisfaction. Provides feedback to process owners on opportunities for process improvement.
- **Matrix manages employees and/or contractors** assigned to a program of work. Employees and/or contractors report directly to Discipline Leads (solid line reporting), however the Program Manager matrix manages/coaches (dotted line reporting) on-site resources on a day-to-day basis.

Requirements

Education & Experience

The Program Manager has:

- A Bachelor's degree in a Business or Learning and Development major (with a business orientation); A Master's degree in a similar major preferred
- Significant experience in the learning and development industry, preferably providing project management services within the training & development field
- Minimum of 7 years management and consulting experience

General Knowledge and Skills

A Program Manager is a client-centric individual, capable of becoming a trusted advisor to PDG's clients. In addition, this individual possesses high-level skills in:

- **Communication:** Communicate in an open yet professional manner; proactively articulate your ideas to clients and colleagues; challenge conventional thinking, even your own; give and receive feedback well; keep an open mind; communicate effectively up to the senior leadership team, across departments, and within your department. Create and deliver succinct, clear, yet powerful executive presentations. Secure buy in and support from the client organization.
- **Leadership:** Inspire your team of consultants to outstanding achievement by setting a clear and compelling vision, providing them with what they need to succeed, recognizing and rewarding their successes, coaching them through setbacks, building relationships within your team and across the organization, and building a spirit of camaraderie and teamwork.
- **Strategy:** Think through the critical factors that will move the initiative forward from the start of the engagement, through the implementation. Adjust approach as new information or challenges surface.
Execution: Ensure that PDG's services and solutions are delivered to clients on quality, on time, and on budget in a way that delights clients and helps us grow the client relationship over time. Monitor and manage risk and create mitigation strategies.
- **Profitability:** Help to drive your team's contribution margin by controlling expenditures, scheduling resources effectively, streamlining processes, eliminating waste, minimizing re-work and cost overruns, and promoting efficiency always.
- **Budgeting:** Monitor engagement budgets and burn rates, contracts and work orders, prepare forecasts and what if scenarios.
- **Growth:** Help grow demand for PDG's services and solutions by becoming a trusted advisor to the client and helping them achieve business impact