

Sotheby's INSTITUTE OF ART

ROLE DESCRIPTION

Senior Programme Manager, Professional Programmes

Contract:	Full-time, permanent
Location:	Sotheby's Institute of Art, 30 Bedford Square, London, WC1B 3EE
Reports to:	Director of Professional, Online and Custom Programmes
Department:	Professional, Online and Custom Programmes
Salary:	£50,000 – £52,000 per annum

About Us

Established in 1969, Sotheby's Institute of Art is now among the world's leading specialist higher education institutions, offering programmes for professionals, pre-college audiences and postgraduate students seeking careers in art business and an understanding of the global art economy. Our offerings cover everything from art history to key business skills from our campuses located in the world's art capitals of London and New York, as well as online.

Sotheby's Institute of Art is owned by Edconic, an organisation that partners with prestigious companies to deliver relevant, experiential learning programs taught by industry experts from the world's best brands. As well as Sotheby's Institute of Art, the Edconic portfolio currently includes The School of The New York Times, Vogue College of Fashion, Manchester City Sports Business School and WIRED Education.

Position Purpose

The Senior Programme Manager, Professional Programmes serves as the operational lead for Edconic's Professional Programmes portfolio, translating strategic priorities into exceptional programme delivery, operational excellence and commercial performance.

Working in close partnership with the Director of Professional, Online and Custom Programmes, the role is responsible for the planning, implementation and continuous improvement of a growing portfolio of in-person Professional Programmes delivered in London. The postholder will ensure programmes are delivered to the highest academic, operational and commercial standards whilst supporting the achievement of departmental enrolment, revenue and profitability objectives.

As a senior member of the Professional Programmes team, the Senior Programme Manager works collaboratively across Academic, Global Enrolment, Marketing and Sales (GEMS), Finance, Digital Learning, Operations, Legal and other shared service teams to deliver an outstanding learner and faculty experience, drive continuous operational improvement and support the strategic growth of the Professional Programmes portfolio.

Key Responsibilities

Operational Leadership

- Lead the operational planning, project management and successful delivery of all Professional Programmes delivered in London including Custom Programmes. The role is not responsible for commercial negotiations, client acquisition or contract management.

- Develop and manage detailed programme implementation plans, ensuring programmes are delivered on time, within budget and to the highest operational standards.
- Oversee all programme logistics, including teaching schedules, venues, faculty coordination, guest speakers, site visits, programme materials and operational resources.
- Identify operational risks, anticipate challenges and implement effective mitigation strategies to ensure seamless programme delivery.
- Develop, implement and continuously improve operational systems, processes and documentation that support an efficient, scalable and high-quality programme portfolio.
- Represent Professional Programmes and Edconic at programme launches, institutional events and external engagements, acting as the operational lead and ensuring programmes commence and conclude to the highest professional standards. This may include introducing programmes in person or online where required.

Commercial Performance

- Partner with the Director to support the successful delivery of annual enrolment, revenue and profitability targets.
- Work proactively with Global Enrolment, Marketing and Sales (GEMS) throughout the recruitment cycle to maximise enquiries, applications, conversions and enrolments across all Professional Programmes.
- Monitor programme recruitment, financial performance and capacity, identifying programmes at risk and implementing operational strategies to maximise programme viability and commercial success.
- Manage programme budgets, financial trackers and operational expenditure, ensuring robust financial control, accurate forecasting and timely reporting.
- Identify operational efficiencies, resource optimisation opportunities and process improvements that enhance profitability, scalability and long-term portfolio growth.
- Contribute to annual business planning, budgeting, forecasting and departmental performance reporting.
- Contribute proactively to Continuing Education planning meetings, identifying opportunities to strengthen programme performance, improve operational efficiency and increase commercial return.
- Proactively identify opportunities to increase revenue, improve programme profitability and support sustainable portfolio growth through operational innovation, capacity optimisation and continuous improvement.

Academic Programme Management

- Build strong collaborative relationships with Course Leaders and faculty to ensure programmes remain academically robust, current and aligned with Sotheby's Institute of Art's academic standards.
- Coordinate faculty recruitment, onboarding, training, contracts, scheduling and operational support throughout the programme lifecycle.
- Work closely with Course Leaders and internal teams to ensure programme content, learning activities, site visits, guest speakers and educational technology are effectively planned and successfully delivered.
- Oversee the operational use of Canvas, Microsoft Teams and other learning technologies, supporting faculty throughout programme delivery.
- Ensure all Professional Programmes continue to meet the requirements of relevant accreditation frameworks, including IACET and CPD, maintaining the Institute's reputation for academic excellence and professional standards.

- Coordinate programme evaluations and implement agreed improvements following student, faculty and stakeholder feedback.

Student Experience

- Ensure an exceptional participant experience from initial enquiry through to programme completion.
- Oversee programme communications and operational support throughout the learner journey.
- Resolve operational issues professionally and efficiently, maintaining the highest standards of customer service.
- Monitor participant feedback and implement improvements that enhance programme quality, learner satisfaction and operational effectiveness.
- Lead on the operational management of student safeguarding, ensuring safeguarding concerns are managed appropriately and escalated in accordance with Edconic policies and statutory requirements.

Operational Excellence

- Design, implement and continually refine operational processes that support efficient programme delivery and future portfolio growth.
- Oversee the development, maintenance and continuous improvement of programme documentation, including operational procedures, faculty guidance, programme handbooks, policies and evaluation materials.
- Design and oversee systems to collect, analyse and evaluate programme performance, learner feedback and operational effectiveness, implementing continuous improvements across the portfolio.
- Monitor sector trends, competitor activity and best practice within professional education, making recommendations that strengthen programme quality, operational effectiveness and commercial performance.

Leadership

- Line manage Programme Coordinators and temporary programme staff, providing leadership, coaching, mentoring and professional development.
- Foster a collaborative, high-performing and solutions-focused team culture.
- Support the Director in embedding a culture of operational excellence, accountability, innovation and continuous improvement across the Professional Programmes team.
- Act as a senior operational representative for Professional Programmes across Edconic.

The responsibilities outlined above describe the principal duties and responsibilities of the role and are not intended to represent an exhaustive list. The postholder may be required to undertake other duties commensurate with the level and responsibilities of the position as reasonably requested by the Director.

Success Measures

Success in this role will be demonstrated through:

- Consistent delivery of Professional Programmes to an exceptional operational standard.
- Successful governance of Monday.com planning across London and New York.

- Achievement of agreed enrolment, revenue and profitability targets in partnership with the Director and GEMS.
- Delivery of programmes that consistently meet Edconic's academic, operational and quality standards.
- High levels of student, faculty and stakeholder satisfaction.
- Effective financial management, operational planning and budget control.
- Strong cross-functional collaboration and stakeholder engagement across Edconic.
- Continuous improvement of operational systems, learner experience and programme quality.
- Successful implementation of new initiatives that support the strategic growth and reputation of the Professional Programmes portfolio.

The Senior Programme Manager is expected to operate with a high degree of autonomy, exercising sound judgement, commercial awareness and operational leadership while supporting the Director in delivering the strategic objectives of the Professional, Online and Custom Programmes portfolio.

Person Specification – Essential Skills, Experience and Qualifications

The successful candidate will demonstrate:

- Bachelor's degree (or equivalent professional experience) in education, arts, humanities, business or a related discipline.
- Significant experience managing complex educational, executive education or professional learning programmes.
- Demonstrated expertise in project management, operational planning and coordinating cross-functional teams.
- Experience working collaboratively with academic colleagues, faculty and subject matter experts.
- Strong commercial awareness with experience supporting revenue growth, budgeting, forecasting and financial management.
- Excellent organisational skills, with the ability to anticipate challenges, prioritise competing demands and deliver effective solutions.
- Outstanding written and verbal communication skills, with the confidence to communicate effectively with senior stakeholders, faculty, students and external partners, and able to uphold the highest standards of professional spoken and written English.
- Excellent interpersonal skills and the ability to build collaborative relationships across diverse teams and organisational cultures.
- Proven ability to work independently, exercise sound judgement and manage multiple concurrent priorities under pressure.
- Experience supporting educational delivery using learning management systems such as Canvas or equivalent platforms.
- Excellent working knowledge of Microsoft Office 365, Monday.com and programme management systems.
- Experience within higher education, professional education, the arts, luxury industries, creative industries or journalism is desirable.
- High levels of professionalism, diplomacy, integrity and personal accountability.

Working Arrangements

This is a full-time, office-based position located in London. Due to the operational nature of the role, the postholder is expected to work from the London office and must be present throughout all periods of programme delivery to provide visible leadership, support faculty and students and ensure the

successful execution of programmes. Outside of programme delivery the postholder is expected to work 3 days a week in the office.

The role requires flexibility to work occasional evenings during programme delivery, programme launches and institutional events. Occasional national and international travel will be required to support operational planning, portfolio alignment and the sharing of best practice across campuses.

This role is based primarily within an office and academic environment and requires regular interaction with students, faculty, guest speakers and internal stakeholders during programme delivery.

Application Process

Please complete an [online application form](#). You will be required to upload your CV and cover letter to your application, demonstrating your interest in this position and how you meet the person specification. CVs without a covering letter will not be considered.

The closing date for applications is midnight on Tuesday 28th July 2026. Early application is encouraged as applications will be reviewed upon receipt.

Benefits of working for Edconic include:

- 25 days annual leave plus up to 4 days additional discretionary leave during the Christmas period
- Hybrid working
- 2 discretionary Company Global Celebration Days
- Option to purchase an additional 5 days annual leave on a salary sacrifice basis
- 24/7 access to Spectrum.Life, a comprehensive health and wellbeing platform giving staff support across the full spectrum of life. This includes virtual GP, nurse and physio appointments, confidential counselling, legal and financial advice, a digital gym, nutrition and wellbeing resources, meditation, and a benefits hub.
- Access to any course within the Edconic online course portfolio free of charge
- Employee and family discounts on all Edconic courses
- Volunteering days
- Life insurance
- Discount for gym membership
- Access to a comprehensive e-learning platform
- Enhanced maternity and sickness payment benefits