



PROGRAM MANAGER

ABOUT THIS ROLE

STATUS: This is a full time employment role.

TIME COMMITMENT: Approximately 40 hours/week.

BUDGET: Compensation range is \$80K - \$100K/year, including quarterly performance based bonuses. Salary based on fit and experience.

TIMELINE: We are accepting applications through April 3, 2022. The desired start date is around May 1, 2022.

LOCATION: This is a location independent role. We are looking for someone who is available during general business hours Monday - Friday. Our team is mainly based in the UK, so there may be a need for flexible hours, depending on where you live.

WHO WE ARE LOOKING FOR

You have a passion for coaching and teaching. And you are a natural at connecting people and leading groups. You will be responsible for: nurturing and leading clients through their learning journey in the program. You will be responsible for developing client relationships, curating coaching and learning opportunities, managing program operations, leading and mentoring a team of peer leaders. You will contribute ideas and strategy to our marketing message to ensure alignment with the client experience. As Program Manager, you are ultimately responsible for delivering a transformational client experience through engagement and curation of our curriculum.

WHO WE ARE

The founders of Transition Excellence are Rich Litvin and John Davy.

Rich Litvin is an expert at taking high achievers to the greatest levels of success. He is a trusted advisor to highly successful leaders—from Olympic athletes to Hollywood film directors, from Special Forces operatives to serial entrepreneurs. And he leads a community of over 30,000 high-level coaches. (www.richlitvin.com)

John Davy is a successful and highly regarded serial entrepreneur, speaker and investor. His expertise lies in building high-growth companies, digital marketing and high-yield property development. (www.johndavy.co.uk)

Transition Excellence helps coaches dramatically increase their influence, their impact and their income. We help high-level leaders enroll and coach high-level leaders – one powerful conversation at a time. No social media, SEO or internet marketing needed. Our clients build their business as a world-class coach, with a few high-performing, high-fee clients. Transition Excellence will become the leading standard for supporting elite level coaches. (www.transitionexcellence.com)

Our core values are:

Power - You are more powerful than you know.

Impact - Everything we do is designed to help you make a bigger impact.

Community - If you have a mission you can accomplish on your own, you are not dreaming big enough.

YOUR RESPONSIBILITIES

Program Curation:

- Identify and curate learning and coaching opportunities for our clients to enhance their experience with the program.
- Deliver coaching, content and teaching that is in alignment with the curriculum and reinforces the program materials.
- Actively contribute to marketing strategies and messaging to ensure alignment between marketing messaging and the client experience.

- Evaluate program materials for quality, consistency, and improvements.

Develop and Nurture Client Relationships:

- Nurture and guide clients through their full learning journey.
- Create and build a sense of community in our member forum by cultivating conversation, providing client support, coaching, teaching, and sharing resources.
- Increase client engagement with the learning materials and with each other.
- Take responsibility for supporting members to sign up for (and renew their membership of) TE Elite, our membership program.
- Evaluate the client experience and implement and incorporate feedback in order to make improvements

Program Operations:

- Manage program components and general program operations and delivery for a smooth and a seamless experience for our clients.
- Collaborate directly with other members of our team where program delivery overlaps with other roles and responsibilities.

Peer Leaders:

- Cultivate and support our team of Peer Leaders, as your support team, in delivering the client experience.
- Create and implement strategy to continue to build our team of Peer Leaders as the program grows.

YOUR EXPERIENCE AND EXPERTISE

- 3+ years experience with program and curriculum development, teaching and coaching.
- An in depth understanding of program and curriculum development and how to curate a powerful learning and transformational experience.
- Experience building and managing an online community.
- Experience increasing client engagement.
- Experience with online marketing and ability contribute creative ideas and strategies that align the client experience with the marketing message.
- Strong interpersonal skills including strong communication and ability to develop and nurture relationships.

- High-level writing skills including the ability to create and expand on content that's aligned with our current curriculum.
- Strong organizational skills and ability to project manage program logistics in order to deliver a seamless customer experience.
- Ability to work independently to bring a project to life, and the desire to problem solve and brainstorm collaboratively.
- Natural ability to mentor and lead a team towards a shared goal, or to have a bigger impact.
- Experience in engaging with and supporting senior leaders and professionals with a diverse background.
- Ability to navigate technical platforms with ease and up to date knowledge of commonly used online business platforms and productivity tools.

WE MIGHT BE A FIT IF YOU...

- Are not looking to build your own coaching practice, but instead want to be a part of a growing business and a collaborative team.
- Are curious by nature and always asking the next question and seeking to understand the world around you at a deeper level. You love thinking outside the box and coming up with creative solutions.
- Have an ability to build relationships and thrive when interacting with and leading people.
- Know how to identify growth opportunities and can guide and support people to reach their goals.
- You feel aligned with our mission and values and you believe in (and practice) what we are teaching our clients.
- Feel excited to enhance and expand on our message and curriculum with your expertise. You aren't looking for a platform for your own thought leadership.
- Thrive in a dynamic entrepreneurial environment and feel excited to work in a start-up company on the brink of tremendous growth.
- Are a proactive problem solver, you love to drive initiatives independently, speak your mind, and you want to do this inside a collaborative team of high-performers.
- Are a lifelong learner, you love nuance and bringing what you know and understand to your own unique thought process.

HOW TO APPLY

Please [fill out this application so we can learn a little more about you](#). Please note that on the application we will ask for your Kolbe A Index numbers. If you don't know your numbers you can either [take the assessment](#) or write "N/A" on the application. This will not affect your candidate status.

Be you. Uniqueness is powerful. Diversity fuels our mission and our community. We are committed to inclusion across race, gender, sexual orientation, age, religion, identity, and experience.

Do you have questions, or need more information? Please reach out to our hiring manager: sarah@richlitvin.com

Disclosure: This job description is not meant to be an all-inclusive statement of every obligation and responsibility that will ever be required of the person in this role.