



Job Description: Senior Manager - Courses and Operations

Reporting to: Managing Director of Curtis Brown Creative Limited (“CBC”)

1. PURPOSE

Responsibility for the day-to-day operations of the Curtis Brown Creative Writing School, including the running of its courses (supported by the Courses Manager and Team Assistant)

2. DUTIES

(i) Courses

Responsibility for

- **Course administration** – including student selection, course scheduling, quality control and ensuring brand values are maintained, course logistics, problem-solving and trouble-shooting; devising and maintaining systems, and ensuring student fees are paid
- **Session hosting** – occasionally acting as host for evening sessions for the London courses (eg opening and closing sessions of courses; visiting speaker sessions; agent drinks evenings)
- **Student and customer care**
- **Contractors** – sourcing, hiring and managing the tutors and freelance editors, and ensuring contractors are paid
- **Internal relations** - managing and nurturing CBC’s relationships with (and contribution to the CBC courses of) other Original Talent staff, and particularly the Curtis Brown and C&W agents
- **Online courses and educational platform** – responsibility for the smooth functioning of our online courses, including participation in the development and running of a new educational platform
- **Public-facing content** – joint responsibility for website and other outward-facing content relating to the courses, ensuring brand values
- **New Projects** – working with the MD on business innovation – particularly the development and delivery of new courses and projects.

(ii) Operations

- **Line-management** of the Team Assistant (jointly with the ECommerce Manager). Line-management of the Courses Manager (jointly with the MD).
- **Finance/Accounts** – Responsibility (with the MD) for annual budgeting, utilising excel spreadsheets – and for checking Management Accounts, liaising with the MD and the Original Talent Accounts team
- **Representing CBC externally** – including giving talks/presentations

- **Partnerships** – developing and maintaining strategic partnerships to support and grow the business
- **Internal meetings/Presentations/training** – running internal meetings and delivering presentations and staff training as required
- **Other duties:** Each member of staff in this small company must be adaptable and must pitch-in where necessary to ensure our courses are promoted and delivered effectively, including covering the essential work of other staff during absence, and any other duties as the MD may reasonably determine from time to time.

3. HOURS OF WORK

This is a full time (Monday to Friday) or four days per week role – subject to discussion during the recruitment process.

Regular hours will be 9.30am to 6pm, but frequently you will be asked to work outside these hours (such as in evenings to run or support the running of the London-based courses and other events) without entitlement to paid overtime or further remuneration.

www.curtisbrowncreative.co.uk