



**Duke University Job Description:  
SENIOR MANAGER, PROGRAMS  
Duke Global Health Innovation Center  
Innovations in Healthcare**

**Job Title:** SENIOR MANAGER, PROGRAMS

**Job Code:** 1207

**FLSA:** E

**Job Level:** 14

**Revised Date:** 4/18/2018

**Job Family:** JF28

### **Occupational Summary**

Innovations in Healthcare (IiH) is a nonprofit organization hosted by Duke University and founded in 2011 by Duke Health, McKinsey & Company, and the World Economic Forum. The organization aims to improve healthcare worldwide by supporting the scale and impact of promising innovations. Innovations in Healthcare collaborates closely with the Duke Global Health Innovation Center (GHIC), part of the Duke Global Health Institute (DGHI). The Center studies and supports the scaling and adaptation of innovations, and related policy reforms, to address critical health challenges worldwide. It helps integrate complementary efforts across IiH, DGHI, the Duke-Margolis Center for Health Policy and the Duke Institute for Health Innovation, developing an academic home for faculty, staff, trainees, and students working on health innovation and policy issues globally.

The Senior Manager, Programs will report to the Senior Director, Strategy, Management and Partnerships and work with all members of the team, supporting the planning, and delivery of all IiH/GHIC funded programs – research programs, customized capacity building and training programs, and events. IiH/GHIC programs focus on a broad range of topics, including, but not limited to, program assessment and strengthening and customized executive leadership and management training for a wide range of health professionals around the world. Specific topics will change according to IiH/GHIC needs.

The Senior Manager, Programs will, with moderate supervision from the Senior Director, Strategy, Management and Partnerships:

- (1) Establish and maintain a comprehensive network of key high-profile funder/client relationships around the world;
- (2) Collaboratively convert relationships into a robust pipeline of opportunities by designing approaches to adapt IiH/GHIC assets and capabilities to support funder/client needs;
- (3) Collaboratively formalize approaches by developing concept notes and proposals, including due diligence, budget and pricing, scope of work, client presentations, and contracts;

- (4) Manage all facets of successful program delivery and communication from conception and launch through interim operational and financial plans to final deliverable and after-action review;
- (5) Oversee preparation of required monthly, quarterly, and annual financial and operational reporting to funder/client; and
- (6) Deliver program-level financial results to the organization.

## **Work Performed**

### **Program/Financial Management (Delivery) – 80%**

- Oversee individual programs; supervise and coordinate all activities and operations related to project implementation, in order to deliver high quality reports and recommendations to funders/clients and collaborators globally.
- Lead funders/client interaction, their affiliates and regulatory agencies, to develop and act upon vision and values and create and implement business plans.
- Work internally and externally to assemble appropriate personnel for program teams
- Develop internal Duke agreements where necessary to source relevant faculty/staff subject matter expertise, ensuring compliance with institutional vision and mission, and securing necessary endorsements from key Duke entities.
- Oversee student engagement in programs, in collaboration with team members.
- Collect, analyze and interpret data; compile and present information to internal and external stakeholders.
- Lead international site visits and workshops.
- Proactively communicate with Senior Director, Strategy, Management and Partnerships to ensure successful progress on projects and across the broader IiH/GHIC team, leveraging team strengths to improve project delivery.
- Ensure funder/client deliverables are high-quality and timely.
- Create and deliver detailed reports and presentations for funder/clients and internal stakeholders.
- Work with IiH/GHIC finance team to ensure timely billing and collections from client/project accounts and internal disbursement of these payments.
- Review project accounts and profit and loss statements to ensure proper revenue and expense coding. Review project profit and loss statements against original proposal budget and provide variance analysis as needed.
- Consolidate project accounts and overhead into monthly, quarterly, and annual financial reports. Coordinate the delivery of detailed operational and financial reports for clients and internal stakeholders, ensuring consistency and quality.
- Work with management team to provide systematic and standardized approaches to meet funder/client needs.
- Assess risks, working to manage impact.
- Provide oversight of processes associated with the preparation and coordination of client site visits and client deliverables, including: development of clear meeting objectives and strategies; identification of attendees; preparation of agendas; and logistical arrangements.

## **Business Development (Develop) – 20%**

- Work with liH/GHIC senior leadership to develop and execute organizational strategy for business development.
- Represent liH/GHIC at conferences and events.
- Collaboratively draft and develop concept notes and proposals, including due diligence, budget and pricing, schedules, curriculum, evaluation instruments and venues, contracts, and presentations to funders and clients for projects in \$500K - \$10M range.
- Develop new strategic relationships with stakeholders both internally and externally, including C-level investors, funders, clients, healthcare industry, academic institutions and federal and provincial/state governments to expand liH/GHIC's program portfolio and to strengthen liH/GHIC's position and credibility.
- Manage and expand current strategic and funder relationships for a broader interface that generates additional areas for revenue enhancement.

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

### **Required Qualifications at this Level**

#### Education/Training:

- Bachelor's degree in business or related field is required. MBA, MHA or MPP strongly preferred.

---

#### Experience:

- A minimum of four years' experience, with a minimum of two years in funder-facing program management and/or client-facing consulting experience required, preferably with highly reputable management consulting or healthcare firm, with a track record of leading large, complex programs and converting business development opportunities into completed projects.
- Project management experience
- Strongly prefer experience in health sector in emerging markets, as well as in the USA

---

#### Skills:

- Excellent interpersonal skills and experience effectively interfacing with all levels of management, and across cultures. Exercise diplomacy, tact, professionalism, responsiveness, a high degree of flexibility, to resolve concerns in a fair and equitable manner.

- Proven innovation and initiative to anticipate, develop, and implement new procedures, practices, and processes. Resourceful and strategic in resolving unusual and new concerns to establish effective and efficient precedents.
- Self-starter, able to take initiative and manage projects independently. Ability to work independently and follow through on assignments with minimal direction. Adaptable to dynamic work patterns, business methods, and environments.
- Strong oral and written communication skills.
- Ability to travel internationally 20% of time.

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.