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Program Director

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Les Roches Global Hospitality Education, in the top 3 for Employer Reputation of Hospitality & Leisure Management graduates by the QS World University Ranking, is a brand of the Sommet Education Group. Founded in 1954, Les Roches is a private institution based on the Swiss model of experiential learning, offering undergraduate and graduate degrees in the fields of hospitality, tourism and event management. Les Roches prepares entrepreneurial and innovative graduates across a global network of campuses in Crans-Montana (Switzerland), Marbella (Spain) and Shanghai (China). You share our values: Development, Distinctiveness, Joint commitment, Openness and Sense of service. PhD or Master of Business Administration or equivalent degree with significant industry experience. Demonstrated experience in managing and delivering UG and PG-level programs. Demonstrated project management skills and ability to operate autonomously. Several years of work experience preferably in the hospitality industry or in the field of education. Excellent verbal and written communication skills, and fluency in spoken and written English. Demonstrated ability to work with multicultural teams and in an international environment. Highly developed interpersonal and stakeholder management skills. Contribute, in collaboration with the Academic Dean and Faculty, to shape the curriculum and to review and develop delivery methods, assignments, student experience, analytics, and continuous improvement procedures. Contribute, in collaboration with the Academic Dean, to the recruitment of industry partners to offer internship and graduate work opportunities for students. Develop knowledge and expertise to continuously improve and enable the UG programs to be comparable and measurable against its program learning

outcomes and graduate profile. Ensure programs are running smoothly from a logistics and organizational point of view. Communicate effectively with key stakeholders, such as deans, program directors, program managers, program coordinators, faculty, and the academic administration.

KEY PROCESSES Organize and run key processes, such as collation and coordination of the pre-requisite capstone courses, Thesis, ABPs, Language Classes, online internship, and specialization selection with the students and liaison with the Faculty. Implement, manage, and execute the Internal Verification process of exams and assessments to ensure the quality of the assessment process. Chair the Unfair Practice committee and record the outcomes. Develop SOPs for the processes including the timelines and the processes – simulations between campus.

STUDENT ACADEMIC EXPERIENCE Work closely with the Academic Administration team to analyze grades, ensure clear and efficient student progression and communication, chair the progression/awards/post-resit panels. Participate in Induction week and orientation activities in collaboration with the Dean of Students and team. Schedule, attend, and minute regular meetings with the Class Reps, following up on actions and feeding back to the students. Provide student academic guidance and support mechanisms and liaise with the Academic Dean to enhance their learning experience, support student special study plans, and deal with student questions and queries. Review the student absences process overview, implementation, follow-up, and action plans, meeting with students as appropriate and coordinating with the Student Affairs team as required for student engagement, retention, and success. Organize and follow up on student surveys and student feedback. Conduct Exit interviews with students leaving the institution for academic reasons and report.

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