JOB TITLE: SENIOR MBA PROGRAMME COORDINATOR – FIXED-TERM/SECONDMENT

REPORTS TO: MBA PROGRAMME HEAD

Background

The Cambridge MBA is a highly selective programme, mixing elements of traditional classroom based learning with experiential learning opportunities for the students; which combined sees the programme deliver over 80 courses each academic year. The class of is made up of a wide variety of nationalities with strong academic qualifications and high level of prior professional experience (an average of seven years). The average age of the class is around 27 years and the average GMAT score for the current class is 690. All of these combine to create an excellent MBA cohort of around 170 students, requiring particularly strong customer service, course/programme/project delivery and a high level of pastoral care.

The role

MAIN RESPONSIBILITIES

Teaching programme management

- Take responsibility for a suite of courses from initial set up and information gathering to the creation of course materials, faculty liaison, and assessment; both in terms of the School’s virtual learning environment (VLE) and face to face daily delivery.
- Ensure that the VLE reflects course requirements and is configured correctly to meet assessment, course and programme management needs. Liaise closely with Programme Manager to achieve optimum and efficient VLE set up.
- Meet with faculty to discuss deadlines, course set up, speakers, guest lecturers and other requests. Understand fully the MBA programme policy and follow guidelines for course delivery.
- Work closely with the Programme Coordinator and other team members and ensure open communication of key aspects of delivery to include deadlines and assessment.
- Manage timelines for the delivery of course information and any materials with faculty members.
- Create course pages on the VLE.
- Liaise with Coordinator to ensure deadline spaces are created and regularly checked for incoming student submissions.
- The role holder is accountable to the Chair of Examiners to ensure that processes remain clear, fair and transparent. Responsible for the timely release of correct marks via the VLE or email.
Programme management: events

Jointly responsible for a large number of events, trips and excursions including risk assessment, ranging from 400 guests down to small seminar sized events. This is likely to include the following:

- Orientation comprises two weeks at the beginning of the MBA programme which is a mixture of events and teaching. This also includes all induction and introduction to the School (IT, Library, Facilities etc. as well as programme and careers).
- The role holder will jointly manage the academic delivery of ten concentrations, which currently run during Easter Term. The concentrations are planned and carefully delivered by the role holder, who must regularly liaise with industry coaches who lead the concentrations and who will require guidance and assistance on all aspects of course delivery.
- The role holder will work closely with faculty to organise factory tours each year linked to the Operations core course. The tours are for approximately 200 students, and factories are located across the country.
- Working closely with the other Senior Coordinator the role holder will source leadership speakers with broad appeal to the MBA cohort and manage the full event to include dinner, reception, transport etc.
- The role holder will be responsible for dealing with guest speakers (both concentration and more formal classes), booking accommodation and planning visits. Manage expenses claims arising and keep all faculty up to date with current programme policy on expenses for external visitors/speakers/alumni/practitioners.
- Source suitable locations for a variety of audiences and events, using careful judgement in some cases, and maintain an up to date database of venues.
- Negotiate terms and contracts with suppliers and ensure that all requirements are met (within budget); have an understanding of the event, how it fits with the programme, in particular looking for synergies between speakers and faculty interests/Concentrations.

Personal and professional development

- The role holder to work closely with the MBA Programme Head and the Senior Programme Coordinator to ensure the delivery of workshops and additional sessions which fall outside the standard assessed programme delivery.
- Liaise with colleagues to ensure that this element of the course is timetabled effectively and usefully within the programme to maximise access for students.
- Liaise with external providers and manage the delivery of the programme, communications with students about any pre-requirements or work, accommodation requirements and payment to external suppliers. Assist where necessary with contract provision and sourcing additional information for both the Programme and the supplier. Understand the regulations and guidelines regarding outsourcing and forging links with external suppliers.

Faculty care and liaison

- Assist faculty in creating the full curricula for their courses, as well as the shorter course outlines used in elective selection, liaise closely with Course Manager and gain an understanding of the University academic frameworks within which the programme operates.
• Ensure that markers/assessors are aware of the general marking standards and requirements for feedback on assessed coursework or presentations, and work with faculty to ensure these standards are met.

• Ensure that course leaders and faculty have created adequate assessment criteria for each aspect of assessment of their course and work through any alterations or clarifications which need to be made prior to or during delivery.

• Discuss with faculty teaching assistant requirements and ensure that any provision is delivered.

• Understand the Teaching Code of Conduct and the impact that it has on the delivery of the MBA programme, work closely with faculty and the Head of Programme to ensure that the code is applied.

**Student welfare**

The role holder shares responsibility for the educational welfare of students with the rest of the Programme Team.

• Advise students on some academic issues, taking advice from the Programme Manager and judging when to raise issues with them or the Head of Programme.

• The role holder must ensure that a positive, effective and accessible communication link between the MBA Team and students is maintained; ensuring that complaints, concerns, worries and pastoral issues are appropriately and sensitively dealt with and escalated as appropriate.

• Set up and manage the Student Representative elections.

**Budget management**

• Jointly oversee and manage a budget of £135k each year.

• Track all budgetary expenditure for events and course materials (mainly case/copyright purchasing) and PPD.

• Plan budget and negotiate contracts with suppliers, ensuring delivery to time and on budget, raise any concerns.

• Recommend and advise the team on costs for events or any aspect of programme delivery; the role holder may also be asked to advise the wider MBA Team and/or School.

• Utilise the correct purchasing procedures as outlined by the Finance Team, including the online PO system.

• Update the Programme Manager and Head of Programme regularly, and be accountable to the Head of Programme and Finance office for all purchasing decisions.

**The person**

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form.

• Educated to at least degree level or with equivalent relevant experience.

• Relevant administrative experience including evidence of programme management, ideally in an Higher Education setting.
Experience with postgraduate, mature professional students and/or experience of working in a teaching department within Higher Education.

Relevant administrative and operational experience, including evidence of events management or similar.

An understanding of the University's policies and procedures, in particular relation to academic assessment and finance/purchasing.

Strong customer service experience is essential.

Ability to work with an internationally diverse group of students, faculty and staff.

Ideally the role holder would feel comfortable presenting and talking to an audience.

Strong, positive, interpersonal skills with proven ability to respond flexibly and sensitively to the needs of others; a genuine care and concern for people.

Strong team player with the ability to understand the professional needs of others in the team (and wider School community) and to communicate clearly in a confident and diplomatic way (both written and verbal).

Excellent organisational and time management skills; ability to prioritise work to meet deadlines, work under pressure and remain calm.

Strong operational skills; ability to deal with complex problems under time pressure in a logical manner.

Budget management experience, expenditure tracking and successfully managing contracts with suppliers. In addition, an understanding of purchasing and budgetary procedures.

Proven attention to detail with large data sets; confidence in handling spreadsheets.

Self-motivated with the confidence to initiate ideas, collaborate with others, identify problems and implement solutions.

Excellent Microsoft Excel skills and knowledge of PowerPoint, in addition to standard Office software. Familiarity with online learning platforms beneficial.

Some evening and weekend work will be required.

Benefits

This is a full-time position working 36.5 hours per week. Holiday entitlement is 28 days per annum plus eight days of public holidays. There will be a six-month probationary period. The salary will be in the range of £27,629 – £32,958 per annum.

The funds for this post are available for two years in the first instance. Applicants from the University of Cambridge wishing to undertake a secondment are welcome to apply.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful universities, with an outstanding reputation for academic achievement and research.
With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport.

Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at: www.pensions.admin.cam.ac.uk.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 9 May 2017.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.
We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.