JOB TITLE: PROGRAMME MANAGER (CONTENT AND LEARNING)

REPORTS TO: EMBA EXECUTIVE DIRECTOR

The role

The Executive MBA (EMBA) programme is one of the three premium fee degrees taught within Cambridge Judge Business School. It is also one of the School's key degrees in terms of generating external visibility given the level of engagement it maintains with global businesses and organisations. The EMBA programme has seen steady year on year growth since its inception in 2009.

The role holder is part of the EMBA programme team at Cambridge Judge Business School and they will be responsible for the day-to-day running of the virtual learning environment (VLE) and the teaching on the EMBA programme.

Main responsibilities

Programme management/teaching and learning support

• Be the first point of contact on teaching and content related issues for EMBA participants and faculty.
• Create and manage the timely availability of course areas and their resources on the VLE.
• Ensure faculty deliver their courses to deadline, meet assessment criteria and assist with general set up of courses.
• Analyse programme and student feedback and be responsible for its application to future plans for technology-enhanced learning on the EMBA programme.
• Provide input into the EMBA strategic plan ensuring effective educational delivery of course and programme content.
• Liaise with the Information Centre regarding access to resources and ensuring electronic articles are available in a timely manner.
• Prepare and analyse assignment submission deadlines taking into account workloads and other conflicting activities.
• In collaboration with faculty and the Executive Director, take responsibility for the master timetable for the EMBA programme.
• Work directly with course coordinators (teaching assistants), explaining their role in the programme and, if required, discuss possible improvements.
• Collaborate with other School departments and technical staff to facilitate effective integration of systems such as assessment, intranet, student records, and library resources with the VLE.
• Store course syllabus and associated resources in a logical and accessible format.
Communicating and networking

- Liaise and network with departments across the School and the University to develop cross-University collaboration and maximise synergies across programmes and departments.
- Represent the EMBA team at events and mix with students and faculty at events and teaching weekends (when required).
- Work with associated School and University departments to identify developments that improve the EMBA participants’ learning experience in line with School and University strategy.
- Be the main liaison point between the EMBA and the Digital Learning Team on all teaching and learning matters related to VLE.

Team management and training

- Recruit and manage temporary staff as required.
- Train and assist academic and teaching support staff in the use of the EMBA learning platform, developing training materials/documentation as necessary to ensure the high standard of delivery.
- Co-ordinate team members as required, oversee the work flow of the Senior Programme Coordinators including them in the appropriate meetings and decision making processes.
- Assist the EMBA team with the planning of programme elements, such as pre-arrival, orientation week, international business study trip (IBST) and electives, to ensure they run smoothly.
- Produce and update the Course Coordinator Handbook that provides the full guide to the role and expectations of the Course Coordinator.
- Source, advertise interview and select suitable course coordinators.
- Organise, run and facilitate course coordinator workshops to share and disseminate learning between course coordinators as often they only work on the programme for one or two years.
- Induct new team members, particularly to the VLE and general teaching and learning requirements of the programme. This includes the induction of all course coordinators (around 20 per cohort) and to incorporate a presentation of the Course Coordinator Handbook.
- Deputise for the EMBA Executive Director when required.
- Assist the Director of EMBA with the development of the EMBA strategy and associated business and operational plans.

Budget management

In collaboration with the EMBA Programme Directors the role holder will:

- monitor and track expenditure against this budget, accounting for any variances against the budget and keeping such records as are necessary to comply with audit requirements
- input into the planning of the main programme budget
- ensure purchasing policies and procedures of the School/University are observed
- recommend and advise on costs for aspects of the programme delivery.

Professional development

- Keep up to date on current developments and best practice in e-learning and wider education.

Student welfare

- Shares the educational welfare of students with the rest of the programme team.
• Ensure that a positive, effective and accessible communication link between the EMBA team and students is maintained. Ensure complaints, concerns and pastoral issues are appropriately and sensitively dealt with and escalated where necessary.

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 degree level standard or equivalent.
• Experience of working in an educational environment, with multiple stakeholders.
• Experience of working in a customer facing environment.
• Familiarity and experience with administrating VLEs/course management systems.
• Experience of managing/prioritising a busy workload and the management and delivery of projects.
• Ability to develop processes and procedures for complex administrative projects.
• Ability to manage multiple tasks effectively at the same time; organisational, administrative and problem solving skills.
• Ability to work to strict deadlines and multiple deadlines, and able to forward plan.
• Excellent attention to detail and ability to maintain accuracy in this detail under pressure.
• Good communication and presentation skills – both written and verbal.
• Ability to build productive supportive relationships with academic colleagues; ability to communicate effectively with colleagues at all levels.
• Effective team worker as well as being able to work independently.
• Ability to deal sensitively with difficult situations.
• Flexible approach to working hours as required.

Benefits

This is a full-time position and there will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £29,799-£38,833 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. Appointment within this range, will be determined by the suitability of the successful candidate.

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](http://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](http://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](http://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 26 November 2017.**

Applicants are required to provide details of three 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.