JOB TITLE: HEAD OF MBA RECRUITMENT & ADMISSIONS – FIXED TERM

REPORTS TO: HEAD OF MBA ADMISSIONS AND CAREERS

Background

Cambridge Judge Business School is a world-class business school at the heart of the University of Cambridge. The School offers predominantly postgraduate degrees in management, finance, technology policy, and its full-time MBA programme is highly ranked in the world by the Financial Times.

The 12 month Cambridge MBA is the flagship degree programme and one of the main revenue contributors for Cambridge Judge Business School.

The Cambridge MBA is a highly selective programme; students are admitted based on strong academic qualifications, high quality prior professional experience and their potential for making a significant contribution and an impact in their chosen post-MBA career. The students are an internationally diverse group of highly motivated, high achieving professionals, with high expectations as to their post-MBA careers outcome. The MBA class has around 200 students every year, representing more than 40 nationalities with an average of six years of work experience. MBA students are experienced working professionals, who make a significant investment in their course; course fees for the one-year Cambridge MBA are £53,000. Top candidates are therefore very selective about the programme they attend; recruitment and enrolment of the top students is highly competitive, with the top tier of MBA programmes going after the same limited pool of top candidates.

The role

The Head of MBA Recruitment & Admissions has overall responsibility for ensuring that the MBA programme meets growing class size targets whilst maintaining quality. The main purpose of the role is to make decisions on recruitment strategy in order to deliver a full and diverse class that meets quality assurance expectations. The role manages and leads a team of three Admissions & Recruitment Coordinators and the entire admissions processes and policies for the full-time MBA programme, serving a selective and demanding multicultural customer base, making a significant personal and financial investment. The role holder also works with multiple stakeholders across the Business School and University, including marketing, careers, graduate admissions, external affairs and the 31 Cambridge Colleges.

MAIN RESPONSIBILITIES

Admissions management

• Accountable for admissions policies and procedures. Ensures that policies and procedures stand up to scrutiny by candidates, and are consistent with University and national regulations, e.g. Data Protection, and UK visa regime.

• Assess applications, with final decision on which applicants to invite for interview.
• Decide the level of bursaries to be awarded to successful candidates. The MBA Admissions office either directly awards, or recommends to external bodies, scholarship and bursary awards exceeding £1,093,950 annually.

• Decide which candidates to put forward for relevant scholarships.

• Main point of contact with the University Board of Graduate Studies, Colleges and scholarship boards, accountable for the delivery of high quality students that meet with each stakeholders’ quality assurance expectations.

• Secretary to Admissions Committee meetings.

• Plan and implement strategies for the recruitment and admissions year, in conjunction with Head of MBA Marketing & Communications; make decisions on budget spend and resource allocation.

• Regularly review and propose changes to the application form, in the light of market insights, e.g. application questions.

• Review and streamline the admissions processes from application to orientation to ensure efficiency and a high level of customer service to the candidates.

Managing communications and promotional activity

• Interview with publications and journalists, write blog posts to explain our various admissions policies, and prepare our standard admissions presentation.

• Ensure MBA Admissions team responds to applicants, interview candidates and incoming students in an efficient and timely manner, whilst offering top quality customer service; represent the Cambridge MBA in a courteous and professional manner.

• Monitor Cambridge MBA-related discussions on social media and various online communities, reporting on issues/concerns/topics of discussions; identify areas of concern and take proactive measures to ensure that potential applicants have the correct information and impression of the Cambridge MBA; interact with applicants and incoming students using online community platform as appropriate.

• Present multiple webinars per year to both promote the Cambridge MBA and as an expert speaker for external partners.

• Represent Cambridge Judge Business School and promote the Cambridge MBA at interview days, receptions, events and open days as required; participate in MBA recruitment and admissions events, both in the UK and internationally.

• As part of external travels, conduct careers business development activities by meeting alumni, updating them on latest developments on the MBA programme, understanding recruitment needs of the companies they work for, and promote full-time job opportunities, internships and projects.

Scholarship and funding administration

• Accountable for all policies and selection criteria for all scholarships and bursaries, to ensure that they stand up to scrutiny by candidates and the Business School.

• Make the decision on who to put forward for external scholarships, such as 30% Club, Gates, Cambridge Trust, etc.
• Decide the level of bursary awards to individual offer candidates. Determine, in consultation with the Head of MBA Admissions & Careers, the bursary strategy, so that the procedure is both fair and effective.

• Accountable for policy on fee payments, late payment, deferrals, intermitting students, withdrawing students etc. Works with the School’s Finance Office to ensure all students pay their full tuition fees. This includes decisions on adjustment of payment schedules, on a case-by-case basis.

• Research external scholarships to increase the range of available scholarships for MBA students.

• Manage relationship with external company that administers the school loan process.

• Manage relationships with external scholarship providers and conduct business development to source further funding.

**Team leadership**

• Manage and mentor three MBA Admissions Coordinators on a day-to-day basis, ensuring that there is always cover in the office. This involves prioritising, delegating and monitoring work, training staff in procedures and policies, as necessary.

• Provide regular feedback, guidance and coaching to each team member, including annual formal staff appraisal reviews.

• Draw up work plans for the team, mutually agreeing individual work plans with the three coordinators. The role holder is responsible for monitoring individual progress of team members against agreed targets, e.g. planning events, responding to queries, and converting candidates to enrolled students.

• Approve coordinators’ proposals to grant exemptions to individual candidates, e.g. those with weak GMAT scores, or who have requested financial aid.

• As part of the staff appraisal process, identify training needs of the co-ordinators, allocate budget accordingly and ensure necessary training is undertaken.

• Authorise expenditure of team.

• Accountable for performance of the team in relation to admissions management, communication with incoming and prospective candidates and promotional activity.

**Budget management**

• Accountable for the admissions budget (about £60,000). Manage and monitor expenditure on a monthly basis.

• Plan and make strategic decisions with regards to recruitment strategy and resource allocation.

• Liaise with the Finance Manager and MBA Executive Director to forecast class size and revenue.

• Propose and measure the team’s key performance indicators, especially revenue targets for the MBA programme. Ensure necessary action is taken to meet those targets.

**Reporting admissions data**

• Prepare weekly admissions reports to the MBA Executive Director, Head of MBA Admissions & Careers, and Head of Marketing & Communications.
• Prepare bi-weekly admissions reports to the Director of Operations & Finance, Finance Manager and the Director of Cambridge Judge Business School.
• Prepare quarterly report to Graduate Admissions Committee and represent the Cambridge MBA at the quarterly meetings.
• Collate admissions data for MBA rankings.
• Collate admissions data for GMAC reports.

Liaison with internal peers at the Business School and University

• Maintain excellent relationships with stakeholders across the School, leading the efforts of a cross-functional team from external engagement, careers and other programme admission/marketing teams to ensure good pipeline of applicants for the programmes. Share best practice, utilise and develop existing relationships with corporate sponsors, and design new ways of attracting high quality individuals to the School.
• Represent the Cambridge MBA at various meetings and committees, including the Forté Foundation, Athena Swan and Graduate Admissions.
• Main point of contact for all Colleges – develop and maintain excellent relationships with the Graduate Tutors to ensure college placements for our students. Accountable to the Graduate Tutor to provide high quality students.
• Take the lead in transferring knowledge and understanding of corporate needs to colleagues within the MBA team, including Marketing and Admissions, working where necessary to train colleagues.
• Maintain excellent relations with faculty who give up their time to interview more than 400 candidates every year.

Liaison with externals and peers at other business schools

• Build and maintain relationships with counterparts in other business schools to keep updated on trends and issues.
• Represent the School at regional and global business school organisations such as MBA Friends, GMAC and AIGAC, to identify key trends and best practice, and report back, benchmark and inform future decision making.
• Use benchmarking and GMAC data analysis to understand application trends and inform decision making and future recruitment strategy.
• Develop new corporate contacts and strong working relationships with relevant organisations and companies around the world, working closely with other programme directors and external engagement to maximise existing contacts and cross-sell.
• Monitor and analyse competitor activity and trends.

Recruitment strategy

Accountable for the final class size and revenue targets for the MBA class. The Director of the Business School, in consultation with the Director and Executive Director of the MBA, will set a target class size. It will be the responsibility of the role-holder to develop a strategy to achieve that target size whilst maintaining the set quality assurances. Activities to inform decision making for strategy and planning include:
• Analysing the past performance of all our outreach activities, in conjunction with the Head of MBA Marketing & Communications.

• Working with the Head of MBA Admissions & Careers and MBA Programme Head to understand how different class demographics (e.g. nationality, industry, work experience) have performed in class in order to inform future decision making.

• Benchmarking against competitors and analysing GMAC/AIGAC data to inform decision making on new markets we should be exploring for students, in conjunction with the Head of MBA Marketing & Communications.

• In conjunction with the Head of MBA Marketing & Communications, research and generate ideas based on industry knowledge to:
  o encourage applications from under-represented segments (e.g. women, specific nationalities, etc.)
  o identify untapped applicant pools through partnerships (such as 30% Club and Athena Swan), scholarships/bursaries.

• Deciding individual cases of candidates who require exemptions e.g. on financing. Decide on level of bursaries to encourage strong candidates to enrol.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a covering letter demonstrating how your own experience meets these requirements.

• Bachelor/undergraduate degree or equivalent required.

• Significant knowledge and experience of recruitment and admissions in the international MBA sector is preferable.

• Significant knowledge of MBA market and the offerings of leading business schools.

• Substantial knowledge of, or strong interest in delivering high-end products or services.

• A track record of managing, developing and motivating a team.

• Ability to work under pressure and to tight deadlines.

• Demonstrable operational and budget management skills.

• IT literate and competent in the use of databases, Microsoft Office suite and social media.

• Highly developed planning and analytical skills.

• Excellent interpersonal, communication and presentation skills. Cultural awareness and sensitivity.

• Commitment to providing outstanding levels of customer service.

• Ability to negotiate and influence at a senior level whilst maintaining positive relationships.

• Demonstrable knowledge, preferably from a relevant post within higher education, professional services, marketing or in selection/recruitment of people.

Benefits

This is a full-time position and there will be a nine month probationary period. This is a maternity cover position and the funds for this post are available for one year or the return of the post holder,
whichever is the earlier. Applicants from the University of Cambridge wishing to undertake a secondment are welcome to apply. Holiday entitlement is 33 days per annum plus eight days of public holidays.

The salary will be in the range £35,550-£46,336 per annum.

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. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

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 22 February 2018.

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 Chloe Caley, HR Coordinator who is responsible for recruitment to this position, on (01223) 768497 or by email on c.caley@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.