JOB TITLE: DEPUTY HEAD OF EDUCATIONAL AND TEACHING SUPPORT

REPORTS TO: HEAD OF EDUCATIONAL AND TEACHING SUPPORT

The role

Cambridge Judge Business School currently offers a PhD programme, a Business Doctorate, six research and professional MREs/MPhils, two part-time Master of Studies programmes, a Postgraduate Diploma in Entrepreneurship, a one-year undergraduate programme (Management Studies Tripos, MST), and a group of premium-fee programmes: MBA, Executive MBA (EMBA), Master of Accounting (MAcc) and Master of Finance (MFin) programmes. These provide a student body numbering in excess of 850 students. The role holder has responsibility to support the Head of Educational and Teaching Support across all teaching and educational processes and activities and for the management of the development, delivery and review of all aspects of the following non-premium-fee programmes; part-time Master of Studies and Postgraduate Diploma, full-time professional masters and MST, with the exception of the actual delivery of teaching, supervision and assessment of students, which is carried out by academic staff. The role holder has line management responsibility for the members of support staff who have responsibility for the day-to-day running of a number of the programmes listed above. Reporting to the Head of Educational and Teaching Support, the role holder also works closely with the Director of Teaching and the individual Programme Directors for the programmes that the role has line management responsibility: Master of Studies, Diploma and full time professional MPhils and one-year Tripos.

The role holder has a key role to play in supporting the Head of Educational and Teaching Support to implement policies and procedures in all areas of the Department’s work, and in particular a key role in implementing this across the programmes of which the role holder has direct management. This involves substantial committee work, including Secretary to the Teaching and Learning Committee, attending teaching committees, membership of various working groups and liaison with central University bodies.

Elements of many of the programmes are provided by other Departments within the University and the role holder will therefore be required to work closely with those departments, as well as the Student Registry, Board of Graduate Studies, Institute for Continuing Education and other central University offices. In carrying out their duties the role holder will be in direct and regular contact with around 160 members of academic and support staff within Cambridge Judge Business School.

The role holder will be expected to identify, develop and implement a range of new processes and procedures to maximise operational and budgetary synergies between the programmes that the role holder oversees, to ensure that they are individually financially viable, run cost-effectively, and make best use of scarce resources, particularly during a period of rapid expansion. This will be achieved through the
implementation of a regular programme review process, the standardisation and harmonisation of administrative procedures and information sharing across programmes, the negotiation of increased module sharing between the programmes, and improved capacity utilisation of physical teaching resources within the School. The role holder will therefore need to develop and manage a team which can provide a high standard of administration and customer service within an environment of change and some uncertainty.

**Purpose of the role**

The purpose of this role is to manage specific administrative functions and associated resources related to educational and teaching support, under the authority of the Head of Educational and Teaching Support, and to advise and support the Director of Teaching and other Senior Academic Staff on related matters in the absence of the Head of the Educational and Teaching Support; to develop, manage and streamline a globally competitive portfolio of educational programmes that contributes effectively to the strategic plan of the School. This will be achieved through:

- the development and review of individual business plans for each programme to ensure financial sustainability through the maximisation of revenue and the minimisation of cost
- a regular review of programmes against agreed milestones, with necessary action taken to ensure milestones are met
- the effective use of available resources and personnel across the programmes for which the role holder has responsibility
- the management and development of a team of five staff who have responsibility for the day-to-day administration and operations of the programmes.

**Main responsibilities**

**Strategic programme development, programme review and market research**

- Develop proposals for a redefined portfolio of taught programmes, identifying how basic programme architecture can be re-designed to standardise modules (size, teaching hours, assessment) across all programmes, thus maximising cross-programme sharing opportunities, resource utilisation and ease of administration.
- Develop business plans for each programme to ensure that proposed models are financially viable and competitive within the global marketplace.
- Implement agreed proposals and develop milestones against which progress can be monitored.
- Standardise policies and procedures across programmes, in line with departmental and University policies and guidance.
- Implement regular review of part-time Master of Studies, Diploma, Tripos and full time MPhil programmes offered by universities around the world and considered as direct competitors to the School.
- Analyse the findings in relation to the programmatic offerings at the School.
- Manage the implementation of any agreed changes to programme content and delivery as a result of the annual review.
Committee administration

• Secretary to Teaching and Learning Committee.
• Oversee the following Committees: MST Teaching Committee, MSt Teaching Committees, MPhil in Technology Policy Teaching Committee, MPhil in Management Teaching Committee, and ensure agreed actions implement across the programmes.
• Deputise for the Head of Educational and Teaching Support when required.

Scholarships

• Manage application process and progress of funding applications, such as ESRC, Gates Scholarship, Cambridge Trusts, Cambridge Judge bursaries and others across the School (except MBA, EMBA and MFin).
• Co-ordinate the Gates Scholarship and Cambridge Trusts ranking process across the School, including MBA and MFin.

Staff management

• Direct line management of five staff members including setting objectives, appraisal, personal development and training of reportees.
• Co-ordinate and supervise allocation of work, ensuring a high quality of work and service are completed in a timely and professional manner.
• Undertake routine personnel management such as monitoring and authorising leave and absence and implementing disciplinary action if required.
• Provide leadership and motivation.
• Facilitate communications between reportees and the wider organisation.
• Make recommendations on grading and discretionary increments.

Deputising for the Head:

• Represent and lead on departmental projects such as the virtual learning environment (VLE), central timetable co-ordination, branding and finance updates plus any other projects that require educational and teaching input and/or involve the programmes that the role holder oversees.
• In the absence of the Head, making decisions and undertaking the following:
  o Workload issues and tasks allocation at team level.
  o Provide recommendation on admissions, programme delivery and examinations’ processes.
  o Provide recommendations on compliance with University policies and regulations.

The person

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

• Degree or equivalent.
• Previous relevant experience in a senior administrative post with proven ability in managing resources and staff, preferably gained in a higher educational establishment and including committee work.
• Ability to think strategically.
• Ability to implement strategy, and monitor progress through the creation of realistic milestones and objectives.
• Ability to negotiate with and influence people at all levels.
• Strong project management skills.
• Ability to prioritise workload to meet multiple deadlines, and forward plan.
• Accuracy and attention to detail, and ability to maintain this under pressure.
• Ability to deal sensitively with difficult situations.
• Experience in leading and managing administrative staff.

Benefits

This is a full-time position. The salary will be in the range £36,261-£48,677 per annum. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays.

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 Thursday 4 October. We anticipate that interviews will be held on 18 and 19 October 2018.

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) 765453 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.