**JOB TITLE:** MBA CAREER DEVELOPMENT COORDINATOR (FIXED TERM)

**REPORTS TO:** HEAD OF MBA CAREER DEVELOPMENT

Background

The premium-fee Cambridge MBA programme is one of three main revenue contributors of Cambridge Judge Business School. Participants are working professionals who make a significant investment in the programme; current fees for the one-year programme are £55,000. Top candidates are therefore very selective about the programme they attend, and have high expectations as to the quality, range and number of employment opportunities that should be available through their school's careers service, as well as the quality of the skills training and career advising that will assist them in achieving their desired employment outcome.

MBA Careers has been recognised at the School as a vitally important area in terms of attracting new MBA students, satisfying current students' careers requirements as well as contributing to the School's growing reputation in a highly competitive MBA market. The work of the MBA Careers team has direct as well as indirect impact on the Business School's position in the rankings which is often a key influencer in terms of student choice of business school. The full-time programme is currently ranked 13th in the world by the *Financial Times*.

The role is part of the MBA Careers Office, working with external resource providers, career specialists and approximately 210 MBA students annually, to deliver a flexible programme of lectures, workshops, group advisory, coaching and online learning. The role works closely with the MBA Career Development Coordinator who is currently working 0.6 FTE.

MAIN RESPONSIBILITIES

Student liaison and support

- Joint first point of contact for all incoming students' enquiries and issues regarding careers provision, policies and procedures; replying to enquiries/resolving issues directly or forwarding to appropriate team member as required.
- Managing and extending student relationships through both responsive and proactive communications (email, phone, online, personal meetings).
- Providing first-level guidance and advice on application preparation, job search strategy and progress.
- Promoting activities, events and programmes to students to maximise attendance; writing and editing copy for student communications and career development material.
- Contributing to improvement of Career Development Programme and resources for MBA students.
• Working to consistently improve the customer experience for students, seeking feedback and identifying/implementing best practice.

Resources and systems management

• Creating and developing online materials for student use including additional resources to help students prepare six months ahead of the programme, to ensure career readiness.
• With the MBA Marketing team and Digital Learning team, reviewing and, where appropriate, redesigning the MBA Careers section of the School’s VLE platform to improve user experience and increase student take-up, engagement and feedback.
• Further developing existing platform to cater to three different user groups with different requirements (pre-entry, current cohort and recent alumni).
• Identifying ways to facilitate and increase use of existing resources (decision trees/infographics) in collaboration with the MBA Marketing team to reduce multiple same-question emails.
• Structuring pre-entry peer-to-peer activity to encourage collaboration and increase career-related peer-to-peer learning in liaison with the Digital Learning team and MBA Marketing team.
• Coordinating student and Careers team experience videos for use across media to help with marketing of events and online resources and provide additional depth to resources including interview software.
• Identifying ways of using the VLE platform to capture student feedback of careers workshops and interviews.
• Keeping current on Tier 2 and Tier 1 visa regulations and coordinate resources regarding working in the UK.

Career development provision

• Building relationships with MBA students and working with Head of MBA Career Development to monitor and evaluate type and level of careers provision required to support students in job search.
• Promoting Careers activities, workshops and resources on the School portal and via twitter and newsletters.
• Working with MBA Marketing team to promote Careers activities, workshops and resources on the School portal, Online Career Centre (OCC) and via twitter and newsletters.
• Contributing to the development and process improvement of the Career Development Programme.
• Hosting career development events, introducing speakers and careers consultants.

Communications

• Joint first point of contact for MBA students in the MBA Careers Office.
• Communicating with colleagues in MBA Careers and with colleagues across the School, including the MBA Programme Office, parallel programmes, alumni office, facilities and library.
• Developing and maintaining close relationships with other universities and leading business schools in order to benchmark and share best practice.
Other

- Tracking assigned students periodically to determine progress with career search and engagement with MBA Careers.
- Working on cross-team projects and initiatives as required.
- Staffing Careers provision and employer/recruitment events in team rota; administering attendance register and update student attendance records on the OCC.
- Providing content for student communications as required.

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.

- First degree or equivalent.
- A keen and lively interest in people is an absolute requirement; enthusiasm, self-motivation, initiative, creativity and flexibility are all extremely important.
- Strong desire and commitment to work with and support MBA students in achieving their career goals is essential.
- An interest in blended learning and digital resources for online learning.
- Experience in client-facing, customer service environment (required).
- Experience in MBA career services, MBA recruitment, MBA programmes, business schools and/or top tier higher education institution is helpful.
- Understanding of the use of technology in the design of learning materials; ability to train and coach others in the use of online resources.
- Empathetic, tactful and objective; ability to listen and instil confidence in others; ability to build strong relationships and interact with students, external providers, colleagues, corporate clients and competitors.
- Ability to present information effectively both orally and in writing in a concise, clear and stimulating way.
- Ability to engage with and build strong working relationships with students from a wide range of cultures.
- Must be capable of handling sensitive and confidential information on students, alumni and others.
- Patience and resilience with an often demanding constituency; understanding of the often reactive and immediate nature of student advisory work.
- Ability to plan, prioritise, organise and manage own work and projects with attention to detail, accuracy and delivery to deadlines, often under time pressure. Ability to follow established policies and procedures as well as initiate and implement new policies and procedures to improve efficiency and effectiveness of service.
- Ability to work collegially, cooperatively and flexibly in a small team is required, with willingness to provide support and work across roles as team priorities demand.
• Proactive and self-confident, with the ability to use initiative. Intellectual and personal self-confidence are both essential in order to represent and act as an ambassador for the School.
• Proficiency in using database management/CRM systems and Microsoft Office required.
• Evening work required on a rota basis for staffing employer events; limited occasional weekend work for staffing careers provision or recruitment events.

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. The salary will be in the range £28,660-£34,189 per annum. There will be a three-month probationary period.

The funds for this post are available for one year. Internal applicants 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. 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/job.

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 24 October 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, a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position, on (01223) 339637 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.