JOB TITLE: MBA PROGRAMME MANAGER

REPORTS TO: HEAD OF MBA PROGRAMME

Background

The Cambridge MBA is a highly selective programme, mixing elements of traditional classroom-based learning with experiential learning opportunities for the students. The MBA programme is one of three premium-fee post-experience programmes currently run by Cambridge Judge Business School. With the largest student cohort, as well as the largest number of modules within the degree, it is an incredibly complex degree programme to manage.

The role

The role holder is responsible for the academic integrity of the MBA degree programme and for the smooth, professional and timely delivery of all aspects of the student learning experience during their time on the MBA programme, with the exception of project-related learning. This includes managing the delivery of all teaching, advising and supporting faculty on course curriculum revision, materials, timelines and timing of assessment and feedback; managing University examinations and in-class tests, and all other non-project assessments; ensuring elective selection processes function smoothly and transparently within policy; student welfare; managing external examination processes and accountable to Director of the Programme, Chair of Examiners and External Examiners for final Exam Board, delivery of accurate marks and all associated data; regular reporting to the University (with an understanding of University policy and procedures, particularly with regards examinations/committees); the setting up of events, including catering, negotiations of contracts and high quality delivery; managing a budget of around £135,000 each year. The MBA is the most complex postgraduate degree programme within the School/University and the role holder will need to be able to manage this complexity whilst being able to firefight on a daily basis, and given the nature of the programme will be regularly required to deal with situations and communications in an empathic, sensitive, diplomatic and pragmatic way. The role holder will also be expected to deputise for the Head of the Programme on occasion.

MAIN RESPONSIBILITIES

Programme management

- Supervise operational delivery of the programme, deputise for Head of Programme in their absence.
- Set delivery and assessment timelines each year, review accompanying policy, update student registry; responsible for all assessment and provisional marks.
- Attendance data management.
- Deliver content for faculty teaching area on the virtual learning environment (VLE).
- Manage structured weekly communications to students via newsletter and have oversight of all student communications/touch points.
• Manage all academic aspects of the VLE including content timelines and release; working closely with the School’s Digital Learning Team to troubleshoot issues and prepare large projects.
• Responsible for management of elective selection windows (November, February, May).
• Management of complex elective selection processes, both manual and on the VLE; write and review of clear policies and procedures to manage this; liaise with IT/Digital Learning teams and other programmes with shared electives.
• Produce elective, concentration and summer information for students.
• Overall responsibility for research papers as part of the summer option.
• Liaison with Student Registry: enrolments, grade rosters, exam enrolments and arrangements.
• Produce termly notices in line with regulations.
• Manage all end of year processes; including but not exhaustive: VLE access for outgoing students, email issues, liais with Alumni Relations team, programme completion letters.
• Lead programme updates for pre-arrival.

Curriculum development and review

• Review and advise on course-level curriculum with faculty/examiners.
• Manage all aspects of course outline provision; to include assessment criteria/marking standards/clear content/equal access to content – subject similarities/cross over/include teaching committee actions.
• Pre-arrival pre-course review (liaise with IT and teaching faculty).
• Manage all aspects of academic preparation for new students.

Quality assurance, assessment and examinations

• Accountable for smooth, transparent, accurate processing of all assessment, marks and feedback to students.
• Lead on all formal requests from students regarding academic process and assessment (e.g. review of marks, mitigating circumstances, allowances etc.) and from faculty regarding plagiarism/collusion; working closely with Head of Programme and Chair of Examiners.
• Review balance of assessment across the programme, data reporting on use of assessment and student workload.
• Ensure marking standards are met and that marks and feedback comments meet requirements and review with Chair of Examiners.
• Create and review robust policies and processes to ensure accurate reporting of marks and other assessment data.
• Update marking and examining guidelines and documentation and advise examiners on marking standards and TA expectations.
• Report annually on the use of cases (geographies/gender/industry/company).
• Set and manage student assessment deadlines.
• Set, manage and monitor examiner marking deadlines.
• Check and advise on changes to student handbook annually to ensure recent policy changes and regulations are up to date.
Student welfare

- Primary contact for Disability Resource Centre (DRC) and producing briefing guidelines for incoming students to be shared with teaching faculty, as well as producing the PEEP documentation for students with physical disabilities.
- Manage special requirements for examinations.
- Clarify and advise on examination processes, working closely with students who raise concerns or those highlighted by DRC and advise on any related process e.g. allowances.
- Manage lateness penalties – recording, reporting and highlighting at Exam Board.
- Manage communications to students on all programme matters, elective selection sessions, information sessions, emails and the production of infographics or info videos for the VLE (with MBA Marketing team).
- Identify students who may need additional support, draw up a plan to engage and assist.
- Monitor academic performance and highlight concerns to Head and Director of Programme.
- Oversee and manage recording of absences, non-attendance, report to Head of Programme at least fortnightly.
- Engage with and advise students with a variety of pastoral issues which in the past have included serious/chronic illness, bereavement, pregnancy, mental health and well being issues for example; be fully aware of the University support structures and policies.

Committee administration and membership

- Member of VLE steering group.
- Deputise where necessary on Teaching and Learning Committee, Programme Management Group and Teaching Allocation Committee.
- Manage and observe the termly Teaching Committee – ensure feedback data is in place, advise on production of papers, review action points for discussion with Head and Director of Programme.
- Manage and service all aspects of the Exam Board (External Examiners committee).

Staff management

- Day-to-day advisory to the programme team particularly in academic-related matters, ensuring that all processes and procedures are completed in time and in accordance to regulations and standards set.
- Recruit, train and supervise all temporary staff into administrative roles at peak times.
- Direct line management of MBA Administrator; oversight of workflow, priorities, probation, training, reporting, discipline.
- Communicate timelines for key academic dates or processes to programme team and supervise work around these dates.
- Lead weekly updates with wider MBA team (careers, admissions, marketing, business development) in an open discussion, review and advise Head/Director/Executive Director.
- Plan and introduce best practice for academic procedures.
**Budget management**

- Manage and oversee budget relating to programme materials, to include; cases, workshops, additional required equipment, simulations and ad hoc purchases (circa £135,000).
- Notify Head of Programme of additional unexpected costs.
- Advise Head of Programme of teaching budget costs and feed this into the annual budget planning process.

**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.

- Educated to degree level. Further education would be an advantage as well as any programme management training.
- Relevant administrative experience including evidence of programme management or similar, ideally in a higher education environment.
- Experience in a customer service focused environment is essential.
- Experience of writing minutes of meetings, reports and briefing papers.
- Experience with postgraduate, mature professional students and/or experience of working in a teaching department within higher education.
- Budget management experience, including expenditure tracking and successfully managing contracts with suppliers.
- An understanding of assessment processes and the internal workings of the University.
- An understanding of the University’s policies and procedures, in particular in relation to academic assessment and finance/purchasing.
- A good understanding of e-learning pedagogies and knowledge of the trends in the development of learning and familiarity with online learning platforms would be beneficial.
- Strong operational skills; ability to deal with complex problems under time pressure in a logical manner. Ability to remain calm under pressure.
- Excellent organisational and time management skills; ability to prioritise work to meet deadlines.
- Self-motivated with the confidence to initiate ideas, collaborate with others, identify problems and implement solutions.
- Strong, positive, interpersonal skills with proven ability to respond flexibly and sensitively to the needs of others; genuine care and concern for people.
- Ability to work with an internationally diverse group of students, faculty and staff.
- Strong team player with 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).
- Comfortable presenting and talking to an audience.
- Proven attention to detail with large data sets; confidence in handling spreadsheets.
- Excellent Microsoft Excel skills and knowledge of PowerPoint, in addition to standard office software.
- Some evening and weekend work will be required.
Benefits

This is a full-time position working 37 hours per week. The salary will be in the range of £30,395-£39,609 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 4 November 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) 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.