Further particulars

JOB TITLE: SENIOR MBA PROGRAMME COORDINATOR

REPORTS TO: MBA PROGRAMME HEAD

Background

The Cambridge MBA is the major teaching programme, attracting the highest number of students on any masters level programme within the University, the flagship programme in Cambridge Judge Business School and the means by which the School has been able to establish and grow its reputation and revenue over the last several years. This is a highly selective programme, mixing elements of traditional classroom-based learning with experiential learning opportunities for the students. The degree programme fees at present are £55,000 for the year. The class of 206 is made up of a wide variety of nationalities with strong academic qualifications and high level prior professional experience (an average of six years). The average age of the class is around 29 years and the average GMAT score for the current class is 693. All of these combine to create an excellent MBA cohort which requires particularly strong customer service, course/programme/project delivery and a high level of pastoral care.

The primary purpose of the role is to ensure effective and efficient operational delivery of a large complex programme, including all associated events and off-site activities, whilst supporting students, visitors, teaching faculty, the wider School and the frameworks of the University. The role holder is jointly responsible 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 all aspects of operational and logistical preparation and course delivery, advising and supporting faculty on course materials, procedures, assessment and planning; managing assessments, marking processes, and working closely with wider team; likewise working closely with students and supporting their learning needs on a daily basis. This role is jointly responsible for setting up and managing all programme related events from planning, through contract management to timely delivery within agreed budgets; for example, annual graduation celebrations, orientation events, workshops associated with academic delivery. The role holder will jointly manage a budget of £135,000 each year, a large proportion of which will be catering and events related.

The role

Main responsibilities

Programme management: events

- Responsible for a large number of events, trips and excursions including risk assessment, ranging from 400 guests down to small seminar-sized events.
• Orientation: comprises two weeks at the beginning of the MBA programme which is a mixture of events and teaching. This also includes all induction and introduction to the School (IT, Library, Facilities etc. as well as programme and careers).
• Concentrations: the role holder is jointly responsible for the academic delivery of ten concentrations, which currently run during Easter Term. The concentrations are planned and carefully delivered by the role holder, who must regularly liaise with industry coaches who lead the concentration.
• Graduation: liaise with graduating class, set up external payment system for graduation event ticket sales, ensure Cambridge Business School Club (CBSC) have organised suitable social and sporting events as part of the weekend, inform all Colleges and stakeholders of the graduation plans and solve arising issues.
• Factory tours: the role holder will work closely with faculty to organise factory tours each year linked to the Operations core course. The tours are for 160 students, and factories are located across the country.
• The role holder will be responsible for dealing with guest speakers (both concentration and more formal classes), booking accommodation and planning visits.
• Manage expenses claims arising and keep all faculty up to date with current programme policy on expenses for external visitors/speakers/alums/practitioners.
• Source suitable locations for a variety of audiences and events, using careful judgement in some cases, and maintain an up to date database of venues.
• Negotiate terms and contracts with suppliers and ensure that all requirements are met (within budget); have an understanding of the event, how it fits with the programme, in particular looking for synergies between speakers and faculty interests/concentrations.

Teaching programme management

• Create course materials, purchase all case materials, meet to discuss assessment and any deadlines and general set up. Communicate deadline dates to MBA Programme Coordinator. Understand appropriate assessment requirements and feedback standards and take advice from Programme Manager on assessment policy.
• Set and manage in course timelines for the delivery of course information and any materials with faculty members.
• Regular input into the revision and updating of faculty information collated on the virtual learning environment (VLE).
• Populate course pages on the VLE. Update students, faculty and IT team of any required changes or developments; deal with AV and other issues as and when they arise.
• Liaise with Information Centre regarding access to resources and ensure electronic cases are available to students before the beginning of term.
• Liaise with MBA Programme Coordinator to ensure deadline spaces are created and regularly checked for incoming student submissions.
• The role holder is accountable to the Chair of Examiners to ensure that processes remain clear, fair and transparent. Responsible for the timely release of correct marks via the VLE.
Personal and professional development

- The role holder will work closely with the MBA Programme Head to deliver workshops, plenary sessions, small group sessions and standard teaching.
- Liaise with colleagues to ensure that this element of the course is timetabled effectively and usefully within the programme.
- Liaise with external providers and manage the delivery of the course, communications with students about any pre-requirements or work, accommodation requirements and payment to external suppliers.

Faculty care and liaison

- Ensure that markers/assessors are aware of the marking standards and requirements for feedback on assessed coursework or presentations, and work with faculty to ensure these standards are met.
- Discuss teaching assistant requirements with faculty ensuring that any provision is delivered.
- Understand the Teaching Code of Conduct and advise faculty accordingly.

Student welfare

- The role holder shares the educational welfare of students with the rest of the programme team.
- Advising students on some academic issues, taking advice from Programme Manager and judging when to raise issues with manager or MBA Programme Head.
- The role holder must ensure that a positive, effective and accessible communication link between the MBA team and students is maintained; ensuring that complaints, concerns, worries and pastoral issues are appropriately and sensitively dealt with and escalated as appropriate.
- Set up and manage the Cambridge Business School Club elections and be the first port of call for information and events; manage hand over from previous year's class; manage additional (if any) payments for the annual MBA tournament (MBAT).

Budget management

- Jointly oversee and manage a budget of £135,000 each year.
- Track all budgetary expenditure for events, graduation, course materials (mainly case/copyright purchasing) and personal and professional development (PPD).
- Plan budget and negotiate contracts with suppliers, ensuring delivery to time and on budget, raise any concerns.
- Recommend and advise team on costs for events or any aspect of programme delivery; the role holder may also be asked to advise the wider MBA team and/or School.
- Utilise the correct purchasing procedures as outlined by the Finance Office, including the new purchase order (PO) system online.
- Update course managers and MBA Programme Head regularly, and be accountable to the MBA Programme Head and Finance Office for all purchasing decisions.
General management

- Review and revise operational procedures regularly in order to maximise efficiency.
- Communicate to colleagues (and wider team) any change to teaching programme or events, and any additional requirement for team members to assist or work out of hours.
- Respond to MBA Helpdesk requests.
- Assist with the revision of all course materials, including handbooks, course outlines and marketing materials for speakers.
- Assist with any last minute issues arising on any part of the programme when necessary and engage fully with the wider MBA team.

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 at least degree level or with equivalent relevant experience.
- An understanding of the University's policies and procedures, in particular relation to academic assessment and finance/purchasing.
- Excellent organisational and time management skills; ability to prioritise own workload to meet deadlines.
- Strong operational skills; ability to deal with complex problems under time pressure in a logical manner.
- Ability to remain calm under pressure.
- Proven keen attention to detail with large data sets; confidence in handling spreadsheets.
- Understanding of purchasing processes and budgetary procedure.
- Excellent Microsoft Excel skills and knowledge of PowerPoint, in addition to standard office software.
- Strong, positive, interpersonal skills with proven ability to respond flexibly, diplomatically 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.
- Self-motivated with the confidence to initiate ideas, collaborate with others, identify problems and implement solutions.
- 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).
- Ideally the role holder would feel comfortable presenting and talking to an audience.
- Relevant administrative experience including evidence of programme management, ideally in a higher education setting.
- Relevant higher education administrative and operational experience, including evidence of events management or similar.
• Strong customer service experience is essential ability to work under pressure and maintain calm also essential.
• Experience with postgraduate, mature professional students and/or experience of working in a teaching department within higher education; a familiarity with online learning platforms beneficial.
• Budget management experience, expenditure tracking and successfully managing contracts with suppliers.
• Some evening and weekend work will be required.

Benefits

This is a full-time position working 36.5 hours per week. The funds for the role are available for one year or the return of the role holder, whichever is the earlier. There will be a six-month probationary period. 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.

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 18 November 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) 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.