JOB TITLE: SENIOR MBA PROJECT COORDINATOR (FIXED TERM)

REPORTS TO: MBA PROGRAMME HEAD

Background

The MBA is the largest taught graduate programme at the University of Cambridge and is a complex, detailed and time-intensive programme to deliver. The internationally diverse Cambridge MBA cohort are working professionals with an average of 7.2 years of experience, who demand a level of quality of programme delivery and student service commensurate with their experience in the corporate world. There are over 1,300 hours of teaching, 20 core courses, 10 workshops, eight Concentrations, more than 50 electives, two group projects, a range of summer activities, which include individual projects and work placements. The role holder will be responsible for the academic operational management and delivery of the two major projects, summer projects and work placements, and any additional related tasks.

The role

Main responsibilities

Academic project delivery and operations

- Managing all aspects of the day to day planning, set up and delivery of all projects.
- Learning and understanding the policies and procedures which support the delivery of the degree programme and in particular the projects.
- Regularly reviewing policy relating to project delivery.
- Developing procedures, communications and policy for the allocation of all projects to student teams.
- Managing student expectations around this process and ensure consistency.
- Developing systems and processes to ensure best practice and outcomes for all student’s experiences across the projects, and implementing them on a day-to-day basis.
- Presenting introductory sessions about academic projects with the Business Development Team.
- Overseeing and supervising the timetabling and delivery of Cambridge Venture Project (CVP) presentations.
- Managing project timelines and defining deadlines for students and faculty.
- Developing and producing project materials for students and clients to be available via the virtual learning environment (VLE).
• Managing project and skills development pages on the VLE.
• Creating timeline for information sessions to students and managing content (CVP, Global Consulting Project (GCP), Summer Individual Project (IP)/Work Placement (WP)).
• Undertaking the management of the peer review feedback using Qualtrics.
• Updating Workload Allocation System (teaching) points following completion of each project round.
• Planning and delivering associated events and managing student sign up.
• Overseeing tracking of WP/IP over the summer for reports to the International Student Team.
• Working with marketing team to develop and deliver communication plans for internal stakeholders (via VLE) and assisting Marketing and Business Development teams to create plan for external contacts.
• Analysing and summarising annual project information for Head of MBA and wider team.
• Creating clear documentation and briefing notes around academic delivery and purpose of projects for clients and external mentors.

Project assessment

• Establishing clear marking guidelines and parameters for project assessment and reviewing each year following comments from External Examiners and Teaching Committees.
• Co-ordinating the marking processes for all projects (CVP, GCP and IP/WP).
• Managing the meetings and discussions around assessment to ensure that the marking is done within guidelines and adheres to policy (keep minutes).
• Following up with Projects and Business Development Lead and clients on feedback where necessary.
• Releasing marks and feedback to students via the VLE.
• Developing strategies to deal with any informal complaints arising from the assessment process and student dissatisfaction with project marks.
• Managing the peer review process for both CVP and GCP and reporting to students.

Student welfare

• Providing students with an overview of project options for GCP.
• Working closely with student teams undertaking live projects as part of the MBA programme.
• Establishing good relationships with students in order to better facilitate intragroup solutions should tensions arise and threaten project outcomes or external client relationships.
• Managing the (academic) client/student/programme relationship, keeping in regular contact with all stakeholders.
• Engaging with student groups regularly and solving problems arising from student absence.
• Being sensitive to group dynamics in disseminating peer feedback.
• Managing the release of peer feedback and responding to questions arising about the scores, their validity and developing - with the Deputy Director - a useful rubric by which students can assess their own performance.

• Being the effective first point of contact for students with visa-related queries and develop a knowledge of visa regulations working closely with the International Student Office and ensuring materials and information is up to date.

• Managing the requests for visa letters, travel documentation and forms.

• Advising students on the full completion of risk assessment and oversee the management of their submission.

• Advising students on insurance matters for project-based travel and the ‘working away’ process.

• Advising students on marking and assessment criteria.

**Briefing notes and documentation**

• Leading on the development of effective project documentation to be placed on the VLE.

• Leading the development of project related teaching – including ‘upskilling’ and ‘research’ sessions – and ensuring that curricula are reviewed regularly for quality purposes.

• Working closely with MBA Director and Head of MBA to ensure that all areas of student skills development are considered in the run up to projects.

• Reviewing and updating all materials including, briefing notes, project initiation documents, risk assessment templates, visa letter templates, non-disclosure agreements, supporting presentations and any advisory materials.

**Budget management**

• Responsible for managing a budget of approximately £15,000 - updating the budget sheet, collating expenditure and projection, and project-related year-end procedures.

• Allocation of resources and planning for project related events – at present this includes mentor dinner, client events, welcome back party for GCP as examples.

• Provision of purchase orders for external event planning and teaching/supervision.

• Managing the contracts for events/catering where required ensuring delivery on time and on budget.

**Teamwork**

• Taking on collaborative role within the immediate programme team.

• Contributing to the strategic plans for project delivery within the MBA programme.

• Understanding processes and policy within the School and wider University which relate to the MBA programme, projects and skills development.

• Assisting with the training of temporary staff and induction of new staff members within team.

• Taking on additional roles within the School e.g. representative on committees, fire warden etc.
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.

- Degree level education or equivalent.
- Excellent interpersonal skills, attention to detail and proficient communication and organisational skills.
- Relevant administrative experience ideally in a higher education environment and ideally with experience of working with demanding cohorts of professional students.
- Experience of working in a customer-focused environment.
- Able to maintain consistent and firm approach under pressure.
- Strong operational skills; ability to deal with complex problems with strict deadlines in a logical manner. Ability to manage a heavy workload and to prioritise.
- Sensitive and able to remain calm under pressure and maintain accuracy when working under pressure.
- Understanding of or interest in the business education sector, and experience of working with academics and non-academic mentors is desirable.
- Budget management experience would be ideal though not essential, including expenditure tracking and successfully managing contracts with suppliers.
- Responsibility for own area of work, showing initiative and drive to develop student experience opportunities; ability to take the lead when necessary.
- Proven attention to detail with large data sets; confidence in handling spreadsheets and numeracy skills.
- Excellent demonstrable interpersonal and communication skills both written and verbal with the ability to work with tact and diplomacy. The ability to respond flexibly and sensitively to the needs of others, to look for solutions and 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.
- Ideally the role holder would feel comfortable presenting and talking to an audience.
- Experience of working with and maximising utility of VLE and Office/IT skills at high level including Word, Excel, Outlook and PowerPoint. Additionally, an understanding of Qualtrics or similar would be useful.
- Willingness to work some evenings and weekends during MBA term time.
- The role holder must have a can-do attitude, be comfortable with multitasking and creating close working relationships with colleagues.
- The role holder will be in an office open to students and must therefore enjoy regular and unscheduled contact with students and staff members.
Benefits

This is a full-time position working 36.5 hours per week. 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.

This is a secondment cover post for one and a half years.

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 29 August 2019.

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.