JOB TITLE:  EMBA PROGRAMME ASSISTANT

REPORTS TO:  EMBA SENIOR PROGRAMME COORDINATOR

Background

The Executive MBA (EMBA) is a major teaching programme at Cambridge Judge Business School. The annual income generated is approximately £8.3 million. Fees for the programme are currently £69,200, and our participants are senior executives who study for one weekend a month and demand a level of quality and service commensurate with the programme fee and with their experience of standards in the corporate world. As the EMBA programme is a 20-month programme, the number of participants in study at any one time is in excess of 200.

The role

The EMBA programme office runs the operations, course delivery, events, faculty support and participant services for the Cambridge EMBA. The role will play a crucial part in programme administration and event management of both small and large-scale events, including the EMBA College dinners, Orientation week and electives. The role holder will therefore interact with a diverse customer base of professional participants, faculty, staff, University and external event services. As such, the programme assistant plays a central role in the high level of customer service necessary to maintain the excellent reputation of the School.

Main responsibilities

Course delivery and operations support

- Support programme team with day-to-day administrative tasks, including the co-ordination of the electives and returning alumni, preparation for Orientation week and the International Business Study Trip.
- Assist Senior Programme Co-ordinators with assignment, marking and examination processes and data collation.
- Arrange travel and accommodation for team events and conferences.
- Assist EMBA Programme Manager and External Relations Manager with administrative support to their projects as well as proof reading and double-checking documentation and timetabling requirements.
- Assist with the arrangements and organisation of electronic feedback on all courses from both faculty and participants.
• Assist with preparation and co-ordination of the termly Teaching Committee meetings, examiners meeting, team meetings, and other meetings as required.

• Assist with managing EMBA projects as required.

Liaison with participants, alumni and faculty

• Day-to-day point of contact for answering participant, faculty and visitor queries or referring to the relevant contact in the EMBA team if required.

Event planning

• Support the organisation of all EMBA programme-related events.
  o Support the organisation of the annual elective event (circa 200 attendees), the annual launch dinner (circa 150 attendees) and the annual graduation events.
  o Liaise with Colleges and other venues to secure best prices and experience for the class lunches and dinners.
  o Liaise with internal caterers and the Facilities Team on in-house events.
  o Raise purchase orders for event purchases.
  o Decide on menus to ensure variety for those returning each month and ensuring dietary requirements are recorded and passed on to the catering suppliers.
  o Arrange table plans to ensure a diverse networking experience for participants over the course of the programme.
  o Purchase of speaker/participant gifts and managing their distribution.
  o Arrange travel and accommodation for high-level speakers and process any expense claims or payments.
  o Produce/purchase event materials (e.g. name tags, welcome bags, flyers, etc.).
  o Deal with participant/staff/faculty enquiries relating to EMBA events.
  o Collate event feedback, feeding this back to suppliers and working with them to improve where necessary.
  o Manage the EMBA team rota for dinners to ensure all functions are represented.
  o Occasional evening and weekend work may be required.
  o Other administrative tasks as required.

General administration

• Order supplies and general management of office resources.

• In charge of filing and maintaining professional look of office.

• General support to EMBA Marketing and Admissions Manager, including meeting participants for interviews, CAMSIS (student record system) administration and general administrative support.
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 A-level or with equivalent relevant experience.
- Event co-ordination experience and/or other customer-orientated role experience.
- Course administration experience would be an advantage.
- Strong interpersonal skills with experience of working with a diverse customer.
- IT skills: excellent all-round ability in Word, Excel, PowerPoint etc.; higher level skills in Excel desirable.
- Familiarity with purchasing procedures desirable.
- A team player, with excellent organisation and communication skills.
- Ability to remain calm under pressure and have a positive 'can do' attitude to tasks.
- Accuracy and attention to detail.
- Flexible, able to multitask and with an appetite to learn.
- Self-initiator who is able to prioritise work coming from a number of people.

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. There will be a six-month probationary period. The salary will be in the range £23,067-£26,715 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 17 November 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.