Cambridge Judge Business School

Further particulars

**JOB TITLE:** PERSONAL ASSISTANT TO THE MBA DIRECTOR (PART-TIME)

**REPORTS TO:** MBA DIRECTOR

Background

The MBA is the largest programme at Cambridge Judge Business School (CJBS) and is responsible for delivering over £11 million to the School through an annual cohort of around 200 students. This is a highly selective programme - students are admitted based on strong academic qualifications, high quality prior professional experience and their potential for making a significant contribution and an impact in their chosen post-MBA career. The students are an internationally diverse group of highly motivated professionals, with high expectations for the quality of their programme as well as their post-MBA careers outcome.

The Role

The demands on the time of the MBA Director, in conjunction with their committee and teaching requirements, are significant and require support. The role holder provides administrative and secretarial support to the MBA Director and acts as the initial point of contact between the MBA Director and students, the MBA professional staff, faculty, other departments within the School and University, as well as external contacts and institutions.

**Main Responsibilities**

**Diary and office management**

- Manage and organise the calendar, prioritising meetings and planning a work schedule.
- Schedule regular team, manager, faculty and ad hoc student meetings.
- Book and set up meeting rooms, including any catering requirements.
- Organise team events: annual team away day, Christmas party/lunch.
- Prepare papers: agenda, briefing papers, and minutes.
- Note actions and ensure these are chased/completed on time.
- Keeping in contact with College staff to arrange meetings and collate diaries.
- Liaise with external visitors and arranging parking, room bookings, hosting and follow up thank you correspondence.
- Help Executive Director to arrange meetings.
- Monitor and manage emails. Raise urgent items, actions, responses required, and/or file.
- Order/obtain kit/stationary for MBA programme exercises.
- Manage both electronic and paper contacts databases and files.
- Manage sensitive information including file feedback and course materials.
• Update the website portal/virtual learning environment (VLE) with Director’s materials.
• General administration/programme support.
• Answer telephone queries and resolve matters if possible.
• Provide facilities management support by maintaining the Director’s office equipment, arranging for repairs, replacement and maintaining the Director’s stationery supplies.

Correspondence, documentation, and meeting co-ordination

• Draw the MBA Director’s attention to matters requiring urgent action and prepare groundwork ready for response; liaise with the MBA Executive Director and/or appropriate staff for advice and action in the MBA Director’s absence.
• Prepare papers, presentation slides, materials, agendas and briefing documents, creating preliminary outlines/drafts as required following advice and guidance from the MBA Director.
• Take minutes at meetings, deal with matters arising and follow up on actions.
• Take minutes at disciplinary meetings between MBA Director and students as required, maintaining confidentiality of discussion.
• Maintain schedule of deadlines for committee papers, documents and reports, ensuring adequate time for review and editing by the MBA Director before timely submission; schedule and co-ordinate required inputs from the wider MBA team.
• Maintain and monitor schedule of meetings and document submission deadlines for School and University business; meet deadlines for submissions; ensure familiarity with and understanding of relevant School and University regulations.
• Read agendas and minutes and scrutinise for information relevant to role holder and/or for action by MBA Director; ensure all relevant documents and files are available for review, and if appropriate circulate information to members of staff.
• Maintain electronic and paper file system, including confidential files, feedback, course materials, committee papers and records to enable easy access and retrieval of documents. Take responsibility for keeping files up to date and reorganising files as necessary at end of academic years, etc.
• Under the guidance of the MBA Director, conduct background research into a specific topic, which may include using the internet to find information on the University’s or other websites, looking back at previous committee papers and minutes, and/or obtaining information via telephone or email.
• Liaise with external visitors, arrange parking, room bookings and catering as required; host and follow up visit with thank you correspondence, matters arising and follow up actions.
• Organise logistics and catering for meetings and awaydays as required.

Travel arrangements

• Arrange domestic and foreign travel, ensuring most cost effective and efficient travel plans are made; produce itinerary.
• Arrange visas and University travel insurance.
• Keep records and process reimbursement of expenses; update the MBA Executive Director or relevant budget holder on expenditure against budget.
General administration/programme support

- Work collaboratively with colleagues and provide ad hoc support to MBA teams/team members as required during peak periods or for special projects.
- Assist the Admissions team with administrative enrollment tasks when directed by the Executive Director.
- Other duties appropriate to the post as specified by the MBA Director.

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 A-level standard as a minimum, first degree or equivalent preferred.
- Administration and PA experience, including roles providing support to a senior/director level in a busy and complex operating environment.
- Experience of a higher education/University environment would be advantageous.
- An interest in working in a graduate management education institution, with high achieving, highly motivated students as a key constituency.
- Ability to handle confidential and sensitive material with tact, diplomacy and discretion.
- Excellent written and verbal communication skills with a highly developed customer service approach; experience of responding efficiently and effectively to enquiries.
- Excellent organisational and time management skills; ability to prioritise, plan and deliver a diverse and changing workload.
- Ability to use own initiative and judgement and to work pro-actively; comfortable dealing with ad hoc tasks and making decisions and the ability to understand when escalation is required.
- Ability to work in a fast-paced environment and to meet deadlines; able to maintain a calm and professional demeanour in the face of student and faculty demands.
- Attention to accuracy and detail at all times.
- Ability to work both independently and as part of a team; a willingness to undertake periodic non-role specific duties/activities as required during peak periods.
- Experience of developing and implementing new systems, processes and procedures.
- IT literacy required, including competency in Microsoft Word, Excel, PowerPoint and Outlook (calendar, email and contacts).
- Familiar with the internet and use of an intranet.
- Experience with Office 365 is preferred; familiarity with online learning systems, e.g. Moodle would be beneficial.
- Willingness to gain new skills and work with new systems, as necessary (training will be provided).
Benefits

This is a part-time role, working 21.9 hours per week (60 per cent of full time equivalent). Please specify your preferred working pattern in your online application (in the suitability for the role section). Holiday entitlement is 28 days per annum pro rata plus eight days of public holidays pro rata. There will be a six-month probationary period. The salary will be in the range £26,715-£30,942 per annum (full-time equivalent).

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 12 October 2020.

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 2013.

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.