Cambridge Judge Business School

Further particulars

JOB TITLE: HEAD OF MBA PROGRAMME

REPORTS TO: MBA EXECUTIVE DIRECTOR

Background

The Cambridge MBA is the largest taught graduate programme at the University of Cambridge and the most complex, detailed and time-intensive programme to deliver at Cambridge Judge Business School (CJBS). There are over 1,300 hours of teaching (forty classroom hours per week), twenty core courses, ten workshops, ten concentrations, over fifty electives, three group projects, a range of summer activities, and over 200 assessments, with an average of forty-five per student. The internationally diverse Cambridge MBA cohort of around 180 students (almost forty nationalities) are working professionals with an average of six years of experience, who demand a level of quality of course delivery and student service commensurate with their experience in the corporate world. The Head of MBA Programme plays an essential leadership role in supporting and enhancing the Business School’s reputation and ensuring the soundness of its financial position.

The role

The Head of MBA Programme leads a team of six professional staff and manages an annual budget of around £500,000 per annum in the design, development and delivery of the Cambridge MBA and is responsible for:

- the academic programme and curriculum development (with regular full programme reviews every five years as well as regular updates and improvements based on student feedback)
- development of academic policy that is in compliance with the University's policies, and regulations for degree courses
- improvement of programme operations and delivery of a world class education experience
- teaching, learning, student and faculty support services
- monitoring student academic performance, satisfaction and wellbeing
- benchmarking against top internal MBA programmes and business schools to continually clarify the Cambridge MBA strengths and differentiators, looking for new areas to lead rather than follow market trends.

Internally, the role holder works closely with the MBA Director, MBA Executive Director, Head of MBA Recruitment and Careers, Head of MBA Marketing and Communications, Head of MBA Career Development and Head of MBA Business Development and Projects. The role holder interacts frequently with the Head of Educational and Teaching Support, the Director of Teaching, the EMBA Executive Director, the Master of Finance (MFin) Executive Director and members of other School departments including the IT Director, Director of Finance and Operations, Finance Manager, Information & Library
Services Manager, Head of Alumni Relations, as well as faculty, Subject Group Heads and research centre directors.

Within the University, the role holder liaises with the Student Registry, Board of Graduate Studies, International Student Team and College Tutors. Externally, the role holder develops and maintains relationships with visiting lecturers and practitioners who teach on the programme, MBA programme directors and colleagues at other top international business schools; and the School's alumni networks worldwide.

**Main responsibilities**

The purpose of the role is to lead and manage the MBA degree programme, in order to deliver a rigorous and high quality, world class degree programme and learning experience for students, in compliance with University's policies, procedures, and regulation, to support the School as the main contributor of programme fees and net revenue. The role holder ensures the MBA degree programme meets and exceeds student expectations and thus contributes to positive survey and rankings outcomes, in support the reputation of the Business School and the University. The secondary result of these efforts will support revenue generating opportunities for other areas of the School (research, Executive MBA, Executive Education, fundraising) given the MBA's public profile and position as the School's flagship programme.

**Planning and delivery of the Cambridge MBA degree programme**

- Plan, implement and maintain high quality operational processes to ensure effective delivery of teaching, projects, activities and events in compliance with academic degree requirements; re-adjust operational plans and priorities in light of emerging issues and problems.
- Discuss and negotiate teaching allocation with Subject Group Heads. Allocate teaching (WAS) points on case by case basis for additional need. Discuss and agree follow-up actions with Director of MBA and Director of Teaching when faculty have lapses in procedures. Identify and engage external faculty to teach as well as engaging with external examiners. The role holder is accountable to external examiners for all academic activity.
- Lead the Programme team to ensure that they deliver all components of the programme experience from matriculation to course completion. This would include ensuring that the team oversees all course administration, attendance, assessment, compliance with Home Office regulations etc.
- Identify opportunities for improvement and innovation based on feedback from stakeholders.
- Maintain University, Home Office and the Quality Assurance Agency (QAA) accreditation standards, policies and procedures.
- Develop proposals and negotiate curriculum content and terms of engagement.
- Monitor student attainment and success. Ensure that support is in place for students who are experiencing difficulty, including the involvement of the wider Department, College, Student Registry, Counselling service etc. as required.

**Strategic and academic planning**

- Design and develop programme content and services based on analysis of student feedback and satisfaction, elective choices, academic performance, competitor benchmarking and research and
knowledge of latest trends in business education to identify new initiatives; evaluate and recommend areas for improvement and innovation; work with colleagues to progress them.

- Develop strategy, budget and operational plan for delivery of degree programme, activities and events, faculty and teaching support services, academic advisory and student services to ensure quality of academic standards and learning experience, in support of the Cambridge MBA as one of the top MBA programmes in the world.
- Allocate staff and budget resources to deliver annual plan.
- Monitor operational delivery of programme to ensure high level of quality and experience for students; adjust plan and resources accordingly to achieve goals; advise staff on impact to their duties.

Research and analysis

- Analyse annual student and faculty feedback on course and programme content, and make necessary changes; benchmark against competitor programmes and outcomes.
- Prepare data and commentary for students, faculty, staff and alumni to keep updated on latest programme initiatives and performance statistics.
- Analyse staff activity and budget allocation to evaluate cost efficiency and activities.

Relationship management

- Establish and maintain relationships with CJBS faculty to ensure efficiency and effectiveness of course delivery practices and procedures; act as an advisor for assessment and course content; collaborate on course design and development.
- Establish and maintain relationships with students in the course of academic advisory and/or pastoral care, maintain high standards of professionalism and confidentiality; identify and recommend appropriate support; monitor progress and update support as required to ensure successful outcome.
- Establish and maintain relationships with College tutors in support of student academic and pastoral care issues.
- Establish and maintain relationships with offices across the University (e.g. Student Registry, Academic Division, International Student Team) to ensure degree course compliance with visa regulations, marks and examination procedures, regulatory framework (Statutes and Ordinances), complaints, student welfare.
- Establish and maintain links with other MBA programmes in order to benchmark academic and professional processes and course delivery.

Financial management

- Manage expenditure of around £500,000 per annum to ensure effective and efficient use of resources, adherence to budget, and compliance with University finance regulations and procedures.
- Perform cost-efficiency analysis of course activities and adjust expenditure in line with student interest and participation.
Monitor feedback on external providers to ensure cost of provision is generating target level of teaching quality and student satisfaction.

Proactively analyse ways MBA teaching can save the School money on overall teaching costs, such as reducing printing costs by moving course materials online.

**Team management, motivation, and supervision**

- Direct line management of MBA Programme team (six members of staff); supervision where necessary of one programme team member line managed by MBA Course Manager Lead. Motivate and develop team. Discuss, set priorities and adjust work assignments and goals for individuals and the team on daily, weekly and monthly basis, ensuring high quality of work and service are completed in a timely and professional manner.
- Recruitment, selection and induction of new staff.
- Promote a shared understanding of degree programme rules, regulations, policies and procedures to ensure course administrators work within a compliance framework.
- Appraise staff and identify personal development and training needs.
- Discuss personnel issues and development plans with the Director of Human Resources to identify best course of action.

**Academic compliance, school wide academic delivery**

- As a member of the Exam Board, to be accountable to External Examiners for the academic quality and consistency of the entire programme, and in taking recommendations of the Exam Board forward to the Director and the School, and reporting carefully on actions and outcomes.
- Draft policies and procedures in support of University's degree programme rules and regulations; develop documentation and processes for students, faculty and staff for all aspects of assessment and submission.
- Accountability to External Examiners and University in all academic and assessment matters, via termly teaching committee, teaching and learning committee and annual Exam Board meeting.
- Be a member of academic committees, Teaching committee, Teaching and Learning committee, MBA Exam Board and Programme Management Group.
- Manage, analyse and report on academic cases which include allowances, penalties, extensions, plagiarism, lack of student engagement and provide data for any complaints or appeal procedures.
- Ensure that feedback on all courses is presented to the termly teaching committee, convened by Director of the Programme, and accountable for all aspects of teaching delivery reported therein.

**Student experience and wellbeing**

- Responsible for pastoral care of MBA students and for the management of academic processes in times of significant stress as well as more standard issues around grade averages and time management.
- Manage disciplinary issues arising in line with policy and procedure.
- Manage Cambridge MBA programme in order to maintain clear disciplinary structures and guidance for students and staff.
The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

- **Degree level education.** Further degree is desirable.
- **Intellectual and personal self-confidence** to engage with a wide range of talented students, faculty and stakeholders.
- **Strong interest in graduate education and desire to support** a diverse group of students in the achievement of their goals.
- **Extensive experience of both strategic and operational management and delivery,** in a fact paced and complex environment.
- **Strong leadership skills** with the vision and ability to implement new ideas persuasively, drive through change, and deliver to a focused business plan and targets.
- **Demonstrate management of individuals and teams,** co-ordinating and directing activities of a diverse and skilled group.
- **Demonstrate experience in successful programme direction and delivery in a customer service focused environment,** ideally in a business school.
- **Experience in internal and external relationship building and stakeholder management.**
- **Experience and understanding of working in a multi-cultural environment.**
- **Strong interpersonal skills;** the ability to listen and communicate effectively and to establish and maintain positive rapport with internationally diverse and high performing groups of students, faculty and stakeholders; ability to work with professionalism, tact, diplomacy and discretion across all groups.
- **Ability to analyse the dynamics of a highly competitive MBA market and develop strategies and tactics to ensure success of the Cambridge MBA.**
- **A positive, solution oriented mindset,** particularly when faced with institutional constraints.
- **Appreciation of and ability to work within University regulation, procedures and bureaucracy,** as well as set leadership example for team in same.
- **Presentation skills for spoken and written communication.**
- **Project management skills** to include capacity and critical path planning.
- **Financial acumen with the ability to develop and manage budgets and prepare management reports.**
- **Ability to analyse, interpret and report data and non-financial report metrics.**
- **Proficiency in Excel, PowerPoint and Word.**
- **Ability to learn and use systems as required in support of role responsibilities,** e.g. Moodle, Qualtrics, Dynamics, CamSIS and other bespoke systems.
- **Attendance at periodic evening and weekend events.**
- Due to peak periods and also the need to address and respond immediately to student welfare needs or issues that will negatively impact programme delivery, work outside of/beyond normal work hours may be required.

Benefits

This is a full-time position working 37 hours per week. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £41,526-£52,559 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 December 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) 339637 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.