JOB TITLE: PROGRAMME MANAGER (OPEN PROGRAMMES)

REPORTS TO: SENIOR PROGRAMME MANAGER

Background

Executive Education is a major activity in Cambridge Judge Business School (CJBS) operated by JBS Executive Education Ltd (JBSEEL), a limited company wholly owned by the University of Cambridge. Its activities include a well-established range of open programmes, a substantial suite of custom programmes, and deep engagements with clients, where the mode will shift from "education" to collaborative problem solving that not only creates value for the client but also helps to generate research questions, data, and publications for the Business School.


The role

The role holder will be based in the Open Programme team that manages the delivery of open enrolment executive education programmes. However, programme managers work across the business and often support their colleagues in other teams, including the Custom Programme team.

The role holder is responsible for the project management and on-site, online or live online delivery of a range of programmes for senior executives from local, national and global organisations. These programmes range from highly interactive short courses through to longer, more complex programmes and occasionally events for several hundred participants. There is a wide variation in the style, complexity, and duration of our programmes, so it is essential that all our people have a flexible and professional approach to clients and their learning and development needs.

The role holder is expected to maintain excellent relationships with all our stakeholders. These include key contacts in client organisations; programme participants before, during and after events; Business School and University faculty; other contributors to our programmes drawn from our international network of practitioners and subject specialists; venue and catering suppliers in Cambridge Colleges, hotels, and other venues.

We foster a collaborative culture within the department, and we encourage team working and peer support on all our projects. This role intersects with all other departments and the role holder will work flexibly in multiple project teams which include Academic Programme Directors and contributing faculty.
Main responsibilities

Open programme administration and management

- Manage a portfolio of face-to-face, online and live online open enrolment programmes providing administrative and operational support for faculty and participants.
- Communicate with prospective and registered participants in order to ensure that the enrolment function and the programme are delivered to the highest standards.
- Maintain an in-depth and thorough understanding of the entire portfolio of open enrolment programmes in order to foster extended relationships with participants.
- Respond to inquiries as necessary for registration on programmes.
- Ensure that all logistical arrangements – for example virtual learning environment (VLE) content, catering, materials, merchandise – are in place for the successful execution of the programme.
- Work collaboratively with colleagues and faculty of the Business School to effectively build our reputation as a pre- eminent provider of open programmes.

Customer service and client relationship management

- Manage all aspects of service for our clients to a very high standard and to provide first-class customer service.
- Manage existing client and delegate relationships and assist business development colleagues in the creation of new ones with prospective clients.
- Assist in the development of programme proposals and learning solutions, and meet with new and returning clients to support the discussion of training and development requirements.
- In co-operation with colleagues, confirm terms and conditions with contributing faculty and external speakers, ensure teaching materials are received and, when necessary, translated in a timely manner.
- Identify suitable service providers, including programme venues, hotels and Colleges, to ensure participants' and clients' needs are met.

Programme management

- Co-ordinate the administrative arrangements for a portfolio of programmes, which may include accommodation, travel, catering, computing, entertainment, dinners, etc. in order to ensure that the logistical requirements of the event are met.
- Prepare and support any programme activities in the live online environment from a technical perspective.
- Produce, or oversee the production of programme documentation such as briefing packs, presentations and any other materials.
- Prepare, collate and distribute course materials either electronically or physically.
- Organise and manage all programme-related activities in Cambridge/on location or through Zoom for live online programmes.
- Communicate with programme participants throughout their learning journey before, during and after their programme to ensure they feel well-informed and supported at any stage.
• Ensure that the client is fully supported whilst in Cambridge/on-location/during their virtual sessions and resolve any problems that may arise.
• Ensure that the highest quality of service is delivered to delegates and clients.
• Collate, analyse and distribute feedback to the Academic Programme Director and the Director of Open Programmes.
• Liaise with faculty and the Director of Open Programmes regarding feedback and monitor quality control mechanisms to ensure that the highest standard of delivery is achieved and maintained.
• Ensure implementation of any changes to processes or services that are necessary.

Internal liaison and communication

• Maintain and update information held by the company for suppliers, participants and clients.
• Participate in and contribute to client, team and staff meetings and other ad hoc project groups as required.
• Provide regular reports on the status of each programme.

Financial management

• Using the Business Management System (BMS) manage budgets for assigned programmes.
• Ensure all payments are made in accordance with the company's financial regulations, including payments to contributors.
• Complete final budgets and accounts for each programme with members of the finance department.

Information technology

• Work collaboratively with colleagues to manage information services, including virtual learning environments when appropriate, as part of a course or programme and ensure that realistic deliverables and timelines are established, monitored and met.
• Set-up, prepare and manage live online programme sessions via Zoom
• Manage audio-visual (AV) setup in in-house studios to support faculty for live online deliveries
• Ensure that all records in the business management system (BMS) are accurate and kept up-to-date.
• Use such IT systems as the company has put in place to manage data, in accordance with company policy and data protection regulations.

The person

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:

• Graduate-level education or equivalent.
• Experience of working in a service environment is highly desirable.
• Excellent communication skills, with the ability to demonstrate accuracy and fluency in spoken and written communications.
• Ability to demonstrate a highly developed level of professional customer service and a strong desire to exceed expectations.
• Ability to work with academics, senior decision makers and company executives.
• Enthusiasm for working across cultures and for meeting people.
• Excellent planning skills gained through professional or personal experience.
• Financial awareness and the aptitude to learn to manage costs and develop budgets.
• Ability to negotiate the best possible solutions for clients and the company.
• An ability to work under pressure and to enjoy the challenges of tight deadlines.
• Demonstrable problem-solving skills.
• A flexible approach to work, willing to "go the extra mile" whenever necessary in order to ensure that clients' and stakeholders' needs are met within the scope of the project.
• A sympathetic understanding that some programme schedules will be outside normal working hours and that the flow of work may not follow a regular working week.
• Excellent IT skills, particularly in Microsoft Office programmes (Outlook, Word, Excel and PowerPoint) as well as Zoom from a facilitator perspective.
• Excellent AV skills and the ability (or willingness to learn) to support a dedicated AV studio setup.
• Ability to work collaboratively and flexibly with colleagues.
• Excellent attention to detail in written communication, data entry documentation processes.

Benefits

This is a full-time position working 40 hours per week. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £27,000-£30,000 per annum.

This is a fixed term post for one year in the first instance with the possibility of extension.

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 midnight on Sunday 3 January 2021. We anticipate that interviews will be held on Wednesday 13 January 2021.**

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.