BACKGROUND

Cambridge Judge Business School (CJBS) delivers a suite of postgraduate business education programmes, offering experiential learning and personal and professional development to experienced postgraduate professionals from over 50 countries across the globe looking to progress their careers. The CJBS Career Centre supports the professional development and career ambitions of CJBS premium fee programmes, the largest revenue-generating degrees of the School, with annual cohorts of 400 students contributing circa £30 million in revenue. Our students are mature business professionals, with work experience ranging from three-thirty years and the overall average work experience across programmes is eight years.

THE ROLE

The role holder sets the vision, strategy, budget, plan and key performance indicators (KPIs) for the Career Development team, leading three professional staff to ensure the CJBS career development programme is best in class and delivers the training and development needed for students to achieve their career goals. The role holder will design, develop and deliver a relevant, timely and comprehensive core career development programme for the four programmes for which the team is responsible (MBA, EMBA, MAcc, MFin), to support student goals and deliver employment metrics of over 90 per cent in employment three months post-graduation. The role holder will set the strategy for the team, deliver the core career development programme, and identify, select and manage external specialist training providers and coaches for any additional specialist delivery required, aligned with programme needs.

The role holder works closely with the Employer Relations team to understand employer requirements and with the Operations and Delivery team to ensure that the career skills programme is effectively delivered, whether through plenary sessions, workshops, small group practice or one to one meetings, in person and virtually. The role holder works closely with the Executive Directors of the premium fee programmes to align the career curriculum with the strategic needs of each programme and to feedback data and insights from the market.

Internally the role holder works closely with the Head of Employer Engagement and Projects and the wider Employer Engagement team, the Head of Operations and Delivery, the Head of CJBS Careers, the Executive Directors of the MBA, EMBA, MFin and MAcc teams, faculty and other members of other School. They will liaise with the Digital marketing and Operations teams to ensure that key priorities are effectively communicated, timetabled and met.

Within the University, the role holder liaises with the Cambridge University Careers Services, the Development and Alumni Relations Office and other relevant Departments.

Externally the role holder engages with potential applicants and offer candidates and with CJBS and University of Cambridge alumni worldwide, and with peers in competitor schools to ensure best practice. They contribute to the professional development and delivery of relevant professional bodies internationally,
representing the School, promoting best practice and identifying opportunities for mutually beneficial relationships.

The role oversees an annual budget of circa £100,000 and reports to the Head of CJBS Careers.

**Main responsibilities**

**Strategy planning and delivery**

- Set vision, purpose and mission for the Career Development Team; set KPIs and align professional team to School and programme mission and goals.
- Develop strategy, messaging and content plan, and design schedule for student communications of careers curriculum, working closely with Directors of Programmes, Employer Engagement and Operations to ensure alignment and synergies.
- Determine and set service quality standards and feedback loops for career delivery; monitor service quality through structured student feedback; adjust provision accordingly.
- Develop learning goals, delivery standards and assessment guidelines for all provision; evaluate effectiveness and relevance of provision and quality of delivery based on feedback and student outcomes.
- Identify, engage and manage a network of external careers consultants, sector experts and careers professionals in identified areas of specialist interest to supplement provision in support of successful student outcomes.

**Career development programme delivery**

- Design, develop and deliver best in class programme of careers information, skills provision and student advisory, to support the metric of over 90 per cent of students receiving job offers within three months of course completion, working closely with Employer Engagement and Operations team to ensure timely, relevant and effective delivery.
- Design and deliver career development curriculum to drive successful career management, self-efficacy and improved student outcomes; provide relevant and effective career skills provision to high professional standards, in person and online, including presentations to large audiences, small group workshops, and one-to-one coaching/advisory, webinars, and via the School's virtual learning environment (VLE).
- Work with student representatives and student body to facilitate peer learning, understand student needs, gather feedback and improve student experience.
- Work in collaboration with the Employer Relations team to keep current with employers’ talent requirements and recruitment practices, and with Directors of Programmes to identify key skill requirements; incorporate information into design and delivery of effective careers provision and in sourcing of excellent external specialist provision to supplement and complement our own.
- Produce learning materials for diverse body of students and varied learning styles and channels; develop and maintain student relationships to ensure relevant use of CJBS resources.
- Set process for monitoring and analysing student progress, designing outreach plan to facilitate continuous progression toward career goals, with a target of over 90 per cent of students in employment by three months after graduation.
- Manage individual relationships with allocated group of ‘case’ students through initial one-to-one meetings and regular follow-ups. Ensure students are engaged throughout the year and highlight any (potential) issues at earliest opportunity.
Research, analysis, and reporting

- Conduct on-going analysis of student use and feedback of careers provision and progress; map and record student journeys on Online Career Centre to track trends; report internally to Careers team, Directors of Programmes and other staff as appropriate.
- Maintain up-to-date knowledge of employment trends, sector-specific requirements and recruitment processes, career paths pursued by CJBS students, and best practice and trends in postgraduate careers advisory and skills provision. With Employer Engagement Team (EET) colleagues, collate, write and share labour market and employer information.
- Benchmark regularly against competitors to ensure service quality, impact and cost effectiveness of student provision; modify provision based on changes in student and employer needs and feedback.
- With Data & Insights analyst, track student career goals and development progress in support of team analytics and accurate destination data.
- Provide analysis and commentary on career development programme and impact for internal and external reports; provide information, analysis and commentary for the annual Employment Reports as required.

Relationship management

- Co-ordinate with the Employers Relations team to engage employers in careers information and skills provision, including panels, webinars, skills development sessions, treks, etc., to provide students with “first-line” information from employers.
- Liaise with the Operations & Delivery team to ensure effective joined up planning and timetabling of career development sessions, including contractual and data compliance.
- Identify relevant students for employer recruitment needs based on employer-defined profiles, skills and experience; encourage students to apply for relevant roles and encourage employers to consider relevant students, with the goal of increasing success rate of employer recruitment efforts.
- Maintain strong relationships with alumni to provide information networks for current students and encourage participation in careers information provision.
- Benchmark and network with Career Services in Europe and USA through established networks.
- Act as spokesperson and ambassador for CJBS Careers to applicants, current students, employers, the press and other external key stakeholders to ensure high quality profile of service.
- Work with Marketing and Admissions teams to communicate benefits of CJBS careers to current students and prospective candidates.
- Build active and collaborative partnerships with stakeholders across the school including Career Team colleagues, students, degree programmes, marketing, admissions and alumni.
- Network and benchmark with peers in competitor schools to ensure best practice in career development delivery.
- Engages in peer supervision and feedback to continually improve performance.

Planning and managing resources and finance

- Develop and manage annual careers development budget of around £100,000 to ensure effectiveness and impact of resource allocation; evaluate budget allocation throughout year and revise as appropriate.
• Ensure staff understand and comply with purchasing policies and procedures, including tender processes for services, and contractual policies for professional services providers and payment policies for externals.

• Allocate staff and budget resources to deliver to plan; monitor on-going results and adjust plan and resources accordingly to achieve goals.

• Prepare quarterly reports as appropriate for CJBS senior management on progress, activities and targets aligned with key KPIs.

• Perform cost-efficiency analysis of career development activities, adjusting expenditure in line with performance against targets.

• Identify and source external career consultants and sector experts to ensure relevance and currency of information, expertise and advice for students.

• Oversee the development of career resources and services working with Operations team to ensure implementation of most relevant and current sources and technology.

• Champion the use and development of online technology as it relates to student provision, communications and data management, with both staff and students.

Team management, motivation and supervision

• Lead Career Development team with integrity; establish and maintain a trusting, inclusive, and productive environment; manage and motivate team, supervising and allocating work to ensure effective delivery.

• Conduct regular staff reviews to set objectives, identify training and development needs and manage performance.

• Conduct regular training sessions for Careers staff on career development trends and activities, and career paths pursued by CJBS students.

• Manage a network of external careers consultants and sector experts for additional specialist student careers provision, to ensure quality of provision and relevance to students’ needs.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a covering letter demonstrating how your own experience meets these requirements.

Essential

• Understanding of the graduate business school competitive environment, and appreciation of the expectations and demands of careers provision and employment by premium fee students.

• Understanding of the postgraduate recruitment markets that CJBS students target, including knowledge of recruitment procedures, job profiles and career pathways.

• Knowledge of training delivery methods; career guidance, coaching, Chartered Institute of Personnel and Development (CIPD) or similar qualification, with extensive experience in career coaching/guidance and in running engaging workshops and training sessions.

• Experience working in a multicultural environment; sensitivity to employment differences between the UK and elsewhere.

• Experience of building good working relationships with diplomacy with all stakeholders, including corporate partners, faculty and senior administrators within the Business School.

• Experience of having coached/trained/advised a broad variety of experienced professionals.
• Project management experience, with the ability to scope, plan and prioritise, and manage multiple stakeholders.

• Ability to deliver effectively to a mature professional audience, with the empathy and interpersonal skills required to help individuals navigate complex career transitions.

• The ability to adapt approach to different audiences’ needs.

• Project management skills.

• Excellent communication skills.

• Comfortable using customer relationship management (CRM) systems, Excel, PowerPoint, Word; experience with virtual learning environments, remote coaching tools (Teams/Skype/Zoom) and social media.

• Commitment to continuous quality improvement and a desire to ensure great end to end customer experience.

• Positive energy and commitment to modelling the behaviours we expect of our students with confidence and impact—collaboration, growth mindset, ability to respond positively to feedback and adapt delivery.

• First degree. Career coaching or advisory qualification required. CIPD desirable.

Desirable

• Some knowledge of personality assessment tools (for example NEO, 360 feedback, Belbin etc).

• Experience of leading a high performing team successfully in a small and agile team setting.

• Experience designing and delivering engaging (student) communications. - able to produce multi-media materials for a diverse audience.

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 18 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.