

**JOB TITLE: EXECUTIVE MBA EXTERNAL RELATIONS MANAGER**

**REPORTS TO: EMBA EXECUTIVE DIRECTOR**

#### Background

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The Executive MBA (EMBA) is a major teaching programme of Cambridge Judge Business School with over 200 participants studying on the programme at any one time. Students on this programme are experienced, working professionals, working at very senior levels within their organisations, and they demand a level of quality and service commensurate with the programme fee and with their experience of standards in the corporate world.

The Executive MBA has a practical curriculum that entails us working with external organisations and individuals for specific elements of the EMBA programme. The External Relations Manager is responsible for identifying and co-ordinating these relationships to deliver an excellent educational experience on these key elements. These include student projects, the coaching programme, the international business study programme, and the Speaker Series.

The EMBA External Relations Manager will be responsible for co-ordinating resources and people from other departments and programmes within the School and the wider University, as well as from within the EMBA team. The role holder reports to the EMBA Executive Director and will work closely with the EMBA Programme team.

#### The role

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##### **Main responsibilities**

##### Project delivery

- Identify areas of interest from students.
- Pro-actively manage relationships with clients, from leading businesses and organisations, to ensure current and future availability of projects.
- Provide students with advice on project options.
- Act on any potential leads for student projects to ensure that students' areas of interest are met in as many cases as possible.
- Engage with faculty and other colleagues within the School, other relevant departments of the University and business networks.
- Brief clients, advising on project specifications, negotiate terms of engagement to mutual satisfaction of both student and client.
- Allocate projects to student teams and prepare materials relating to student projects.

- Schedule deadlines in consultation with the EMBA Executive Director.
- Prepare and present at information sessions to students and clients.
- Mediate individual and team difficulties between students, clients and faculty to ensure that the project is delivered successfully and meets the interests of all parties.
- Manage the feedback process with clients, faculty and students.
- Manage student activities and events related to projects.
- Research best practice in the field of student projects and identify possible developments and improvements. Where appropriate initiate and maintain relationships with peers in other business schools to benchmark performance.
- Develop systems and processes across all projects to ensure that they are delivered successfully, on time and to the mutual benefit of the School, client and student.
- Contribute to the strategic plans for project delivery in the EMBA programme.

#### Coaching programme delivery

- Research appropriate executive coaching providers and best practice ensuring that the required high level of provision is maintained and not compromised.
- Manage the planning and implementation of the executive coaching process and co-ordinate coaches on an on-going basis.
- Manage and co-ordinate the selection and matching process between coach and student to the mutual satisfaction of both parties.
- Proactively manage relationships with coaching providers to ensure they remain engaged and satisfied with the partnership.
- Set up and monitor the coaching budget.
- Act as mediator for any difficult issues that may arise between coaches and students, dealing with each issue sensitively and with tact and diplomacy to maintain good relations.
- Manage and co-ordinate the feedback process (student and client).
- Co-ordinate administrative support from within the EMBA team.
- Contribute to the strategic plans for the executive coaching provision on the EMBA.

#### International business study trip (IBST)

- Seek, establish and maintain relationships with international companies who can provide educational and practical experiences for participants during their international business study trip.
- Communicate expectations of the IBST to the companies engaged to ensure a mutually satisfactory outcome.
- Liaise with the EMBA programme office and faculty to ensure quality and relevance to the teaching programme is maintained.
- Work closely with the programme coordinator, faculty and the EMBA programme team to coordinate the administration of all corporate-related elements of the IBST.
- Prepare materials and information for the corporate-related elements of the IBST.

- Organise networking events and practitioner contributions to the International Business course using own networks and connections previously developed and maintained.
- Research best practice and examples of international business study visits and identify possible developments and improvements.
- Contribute to the strategic plans for the international business study element on the EMBA.

#### Speaker programme

- Proactively research and identify, guest speakers that would be both relevant and of interest to the students.
- Proactively maintain relationships with guest speakers and provide feedback sensitively.
- Work closely with the EMBA Executive Director and Programme Manager on scheduling and ensuring relevance to the taught elements of the programme.
- Liaise with faculty and other departments and programmes within the School and the wider University to identify relevant speakers to ensure a joined-up approach to inviting guest speakers.

#### Communication and networking

- Liaise and network with departments across the School and the University to develop cross-University collaboration and maximise synergies across programmes and departments.
- Work closely with the alumni office to help students with their networking.
- Regular information dissemination to students, alumni, staff and faculty.
- Ongoing research of key business developments in order to identify and establish new business partnerships.

#### Staff management

- Recruitment and management of temporary staff during peak periods of activity.
- Provide training and support on key tasks and procedures.

#### Budgeting and financial management

- Authorising and monitoring expenditure against budget, accounting for any variances against the budget and keeping such records as are necessary to comply with audit requirements.
- Ensure purchasing policies of the School and University are observed, including contractual arrangements with external and internal clients.

#### The person

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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:

- Educated to degree level or equivalent.
- A project management qualification is strongly desirable.

- Professional confident self-starter, with considerable experience of working in a service environment, ideally at a middle management level.
- Familiarity with University procedures is desirable.
- Excellent written and oral communication skills.
- Strong client relationship management skills, experience in engaging with clients at a very senior level and the key decision makers within companies with tact and diplomacy.
- Presentation and influencing skills – able to present with authority to Executive MBA students, senior faculty and corporate clients.
- Ability to work sensitively and confidently with people from all backgrounds.
- Excellent project management skills.
- Ability to problem solve quickly, with maturity and composure, and work well under pressure.
- Flexible mature attitude – able to think strategically, multitask, plan ahead, set own priorities and deliver to deadlines.
- Good team player, with flexibility, determination and creativity and capable of fitting into a small, hardworking team.
- Excellent organisational and administrative skills and fully competent with Microsoft Office.
- Customer relationship management (CRM) database/systems experience desirable.
- Willingness to work occasional weekends and evenings and to travel internationally when required.

#### Benefits

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This is a full-time position. 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 £30,942-£40,322 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](http://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](http://www.jobs.cam.ac.uk).

## Application arrangements

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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](http://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 28 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

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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

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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](mailto: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](mailto:hrenquiries@admin.cam.ac.uk).