

**JOB TITLE:           PROGRAMME MANAGER (CUSTOM PROGRAMMES)**

**REPORTS TO:       SENIOR PROGRAMME MANAGER (CUSTOM)**

#### Background

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Executive Education is a major activity of Cambridge Judge Business School (CJBS) operated by JBS Executive Education Ltd. (JBSEEL), a limited company wholly owned by the University of Cambridge, operated as a department within the Business School. Its activities include a range of well-established 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 faculty members in the Business School.

#### The role

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The role holder will be based in the Custom Programme team that manages the delivery of customised Executive Education programmes that have been designed specifically to meet a client's requirement. However, programme managers work across the business and often support their colleagues in other teams, including the Open Programme team.

The role holder is responsible for the detailed project management and delivery of 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.
- Facilities, venue and catering colleagues in the School, Cambridge Colleges, hotels and other venues.
- Remote locations for international programmes.

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 that are composed of a Client Director, Client Relationship Manager, an Academic Programme Director and contributing faculty.

## **Main responsibilities**

### Customer service and client relationship management

- Manage all aspects of service for our custom programme clients to a very high standard and to provide first-class customer service for our clients and programme participants across online and face-to-face delivery.
- Manage existing client and participant relationships and assist Bid Managers and Client Relationship Managers 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 Client Relationship Management colleagues, confirm terms and conditions with contributing faculty and external speakers, ensuring 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 booking and securing accommodation, travel, catering, computing, entertainment, dinners, etc in order to ensure that the practical logistical requirements of the event are met.
- Produce, or oversee the production of course documentation such as briefing packs, presentations and any other materials, including printing, compiling and binding.
- Run the programme during the week ensuring that the client is fully supported whilst in Cambridge, resolving any problems that may arise; co-ordinating with catering, facilities and faculty.
- Ensure that the highest quality of service is delivered to participants and clients, acting proactively, anticipating possible issues and solving them before they escalate.
- Collate, analyse and distribute feedback to faculty, and to the client for a custom programme.
- Liaise with faculty and the client, regarding feedback and monitor quality control mechanisms to ensure that the highest standard of delivery is achieved and maintained.
- Ensure all types of feedback are passed on to the senior management team who will ensure that any changes to processes or services that are necessary are implemented.

### Internal liaison and communication

- Maintain and update information held by the company for suppliers 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.

- Work collaboratively with other members of the Programme Management team and staff in Executive Education, as well as the faculty of the Business School, to build our reputation as a pre-eminent provider of executive education programmes.

#### Financial management

- Using the Business Management System (BMS), manage budgets for assigned programmes based on costings provided by the Business Development Directors.
- 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.
- 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 are accurate and kept up to date.
- Use IT systems as the company has put in place to manage data, in accordance with company policy and data protection regulations.

#### 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:

- Graduate level or equivalent.
- Excellent communication skills, with the ability to demonstrate accuracy and fluency in spoken and written communications.
- Experience of working in a service environment is highly desirable.
- Excellent project management and planning skills, gained through professional or personal experience, are desirable.
- Ability to demonstrate a highly developed level of professional customer service and a strong desire to exceed expectations.
- Willingness and enthusiasm to travel internationally if required.
- Ability to work with members of faculty, senior decision makers and company executives.
- Enthusiasm for working across cultures and for meeting people.
- Ability to learn to manage costs and develop budgets.
- Ability to negotiate the best possible solutions for clients and the company.
- Able to work under pressure and to enjoy the challenges of tight and multiple deadlines.
- Evidence of creativity in problem solving.

- 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 programs (Outlook, Word, Excel and PowerPoint).
- Evidence of a collaborative and flexible approach to team working.
- Excellent attention to detail in written communication.

## Benefits

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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.

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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Candidates are asked to complete the CHRIS/6 cover sheet (parts one & three) available on the website and email it, with a full curriculum vitae and a covering letter explaining your interest in the position and how your experience would help you to fulfil the role, to Helen Machin, HR Advisor: [h.machin@jbs.cam.ac.uk](mailto:h.machin@jbs.cam.ac.uk).

**The closing date for applications is Tuesday 4 May 2021. We anticipate that interviews will be held week commencing 10 May 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).