JOB TITLE: PROJECT MANAGER (DIGITAL)

REPORTS TO: DIGITAL LEARNING MANAGER

**Background**

Executive Education is a major activity in Cambridge Judge Business School (CJBS) providing open and tailored programmes to the corporate world that are built on the knowledge and expertise of our network of academics and business practitioners.

JBS Executive Education Ltd. (JBSEEL), is a limited company, wholly owned by the University of Cambridge. The department works with faculty from the Business School and the wider University to design and deliver a range of courses for senior executives from around the world. The programmes are of broadly two types: open enrolment and custom designed programmes which can be delivered face to face, online, or both of these for a blended solution.

**The role**

The role holder will be based in the Digital Team that manages the delivery of all digital programme elements in Executive Education. However, programme managers work across the business and often support their colleagues across other teams, including Open Programmes and Custom Business.

The post holder’s main responsibility is the project management of a range of online programmes, predominantly in collaboration with our online programme management (OPM) provider which are aimed at senior executives from local, national, and global organisations. These programmes for several hundred participants are based on video learning elements, supported by activities and live sessions. The programmes can vary in their components depending on the subject including, for example, guest speakers or simulations, and so it is essential that we have a professional approach to programme development and the learning and development needs of participants. Please note, you will not be required to support the delivery of these programmes to participants as a programme manager while it is live, the role is to support the delivery of the development phase and support all programme aspects before the programme goes live. The role may also cover managing digital projects in parallel to programme delivery. As the digital capacity of Executive Education grows, we will need to establish processes, templates, systems, and procedures to support a robust and agile delivery framework for digital services.

The post holder will maintain excellent relationships with all our stakeholders. These include: CJBS and University faculty; partner administrators, designers, and film teams; other contributors to our programmes drawn from our international network of practitioners and subject specialists; as well as internal teams including marketing and finance.

We foster a collaborative culture within the department, and we encourage team working and peer support on all our projects.
Main responsibilities

Online programme management and administration

- Provide an end-to-end fully comprehensive project management service for the successful delivery of online programmes.
- Manage a portfolio of online programmes providing administrative and operational support for faculty and other project team members.
- Act as the main day-to-day partner contact on all aspects of programme development and oversee the delivery of all aspects of online programme development and assets.
- Arrange and attend meetings with stakeholders including faculty and members from partners' design teams.
- Monitor progress and track any changes or requests that may impact budgets or timelines.
- Arrange filming and if necessary attend sessions either in the Business School, supplier's studio or remotely.
- Where programmes are translated, manage the quality assurance (QA) process of translation.
- Spot check video quality for QA purposes and ensure our standards are met.
- Work collaboratively with colleagues in the business as well as the faculty of the Business School to build our reputation as a pre-eminent provider of online programmes.
- Act as a central point of communications between internal teams and external providers, to ensure the effective dissemination of key information.
- Liaise with the marketing team, managing their approval of materials.
- Facilitate faculty payments, and have oversight for all programme costs.
- Keep the finance team up to date with and changes to programmes specifications for revenue forecasting purposes and faculty payments. Provide up to date notes from various meetings within teams and effectively track progress.
- Continually review and improve internal processes that support online programmes, including collection and circulation of programme feedback, ensuring the consistancy of materials and programme assets, retrieval and dissemination of regular and automated data as agreed, etc.
- Design and update templates and frameworks to ensure consistency in all aspects of programme delivery.

Customer service and client relationship management

- Manage the day-to-day relationship with our OPM provider ensuring we maintain our quality and standards and foster strong relation with partners on a day to day basis.
- In co-operation with colleagues, confirm terms and conditions with contributing faculty and external speakers.

Digital project management

As well as managing the development of online programmes, you may be required to manage and delivering digital projects (staggered over a period of time) that would run in parallel. Projects would cover but not limited to:
• Work with film teams to improve video quality for online aligned to CJBS standards.
• Take the lead in managing a procurement process to establish a framework agreement for digital services and then maintain the agreement. Stakeholders would contribute expertise where required.
• Lead on establishing digital content standards guidelines with stakeholder input including accessibility requirements. Document and manage template creation for company wide use.
• Lead on creating a proposed new Dynamics workflow for digital content development for approval. Once agreed, manage implementation and testing.

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 if required.
• Ensure all payments are made in accordance with the company’s financial regulations, including payments to contributors.

Information technology
• Ensure that all records in the 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.
• Eye for detail especially in planning, tracking, and managing projects.
• A solution focus attitude and willingness to consider new ideas and options is a must.
• 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.
• Knowledge or interest in technological solutions and able to share new ideas for consideration.
• Enthusiasm for working across cultures.
• Financial awareness and the aptitude to learn to manage costs and develop budgets.
• Ability to negotiate the best possible solutions for 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 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 365 programmes (Teams, Outlook, Word, Excel, and PowerPoint).
• Ability to work collaboratively and flexibly with colleagues.
• Excellent attention to detail in written communication.

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.

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

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 their interest in the position and how their experience would help them to fulfil the role, to Helen Machin, HR Advisor: h.machin@jbs.cam.ac.uk.
The closing date for applications is Wednesday 26 May 2021. We anticipate that interviews will be held week commencing 7 June 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.