

**JOB TITLE: DIRECTOR OF CUSTOM PROGRAMMES**

**REPORTS TO: DIRECTOR OF EXECUTIVE EDUCATION**

#### Background

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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 large and growing 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.

To find out more visit the Cambridge Judge Business School Executive Education website:

[www.jbs.cam.ac.uk/execed](http://www.jbs.cam.ac.uk/execed)

#### The role

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We are seeking to appoint a Director of Custom Programmes. The Director will be a member of the senior management team and will have primary responsibility for the development and execution of our strategy for custom programmes.

The Director will manage a team of Client Directors, Client Relationship Managers, Bid Managers and Learning Design, and work in partnership with members of CJBS faculty to develop and manage our portfolio of programmes, and relationships with custom clients. The postholder will work nationally and internationally to represent the business to existing and potential clients. Flexible working arrangements such as working a proportion of time from home are available.

The role holder will work with operations teams in the preparation and delivery of our programmes. They will maintain the standards and manage the budget for custom programme delivery to ensure quality of service delivered cost effectively.

#### **Main responsibilities**

##### Strategy execution

- Responsible for developing and implementing an effective and enduring strategy for our custom executive education business, with a primary focus on building the scale and diversity of our custom portfolio of programmes and deep engagement relationships across all delivery models; in-person, live online, and asynchronous. Working closely with CJBS and University faculty to develop our expertise in the creation of excellent executive education programmes for pro-active and repeat sales.

- Undertake an evaluation of opportunities by industry sector and geographic location and develop new business and products by identifying potential clients.
- Manage the strategic risks and future proof the business model within a changing Executive Education market.
- Undertake visits and engage with potential clients for custom programmes, supporting the work undertaken by Client Directors. This will include accompanying Client Directors to client meetings and at profile-raising events.
- Work with colleagues in the Open and Digital Business units to ensure a consistent, comprehensive and quality driven approach to Executive Education services. Foster cross selling and corporate relationship development.
- Responsible for leading the assessment of those opportunities and products and for developing responses that are appropriate from the University of Cambridge.
- Responsible for overseeing processes and managing resources so that clients' expectations and experiences are managed proactively and that all internal and external communication is of the highest standard.
- Lead the team of Client Directors, Client Relationship Managers, Bid Managers and Learning Design. Provide them with professional support and guidance. Translate the strategy for the customised executive education business into objectives for the team (and individuals within) and monitor progress towards achievement, providing direction, feedback on performance and annual appraisals.
- Oversee the acquisition of new business, from initial enquiry through the sales process to delivery of client-focused solutions to include the implementation of risk management strategies, including thorough due diligence processes.
- Work with CJBS and University faculty to understand academic content, teaching methodologies, faculty capabilities, programme schedules and curriculum to communicate to prospective and current clients.
- Financial responsibility for the performance of Custom programmes including developing budgets and business plans, monitoring progress and reviewing forecasts.
- Work with colleagues in Executive Education and CJBS to ensure our work is of the highest quality and that external benchmarking process (rankings and other quality assurance processes) are understood by the team.

#### Faculty liaison and programme development

- Responsible, together with the Director of Executive Education, for ensuring that the role of the Academic Programme Director is clearly defined for each custom relationship and programme. This will include acquiring a deep understanding of the range of research activity and interest within the Business School and developing strong sustainable relationships with members of faculty.
- Continue to develop existing and new links with faculty members in order to ensure that our programme content is delivered to the highest of standards and aligned with client expectations and identified needs.

## 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:

- Master's degree, PhD, or equivalent highly desirable.
- Experience of the global Executive Education market is essential, together with a sophisticated understanding of client relationship management and evidence of winning business at the highest level.
- Evidence of effective team leadership and teamworking across boundaries and cultures, working with colleagues to enable the successful development and implementation of strategic plans.
- Experience of developing customised learning and development solutions for senior leadership groups in profit and/or not-for-profit organisations.
- Understanding of a customer-oriented sales environment in a complex and multi-faceted environment.
- Excellent networking skills and an ability to bring these skills to bear in the acquisition of business.
- Ability and enthusiasm to engage and collaborate with teaching and research faculty in the Business School and the wider University.
- Evidence of excellent interpersonal skills, including influencing, conflict management and collaborative working.
- Excellent communication skills, including delivering presentations with impact and persuasive written materials.
- Highly developed analytic skills, and the ability to communicate complex ideas in a clear and comprehensible way to diverse audiences.

## Benefits

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There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The post holder will be eligible to participate in the company's staff incentive plan (Annual Employee Bonus Scheme). Competitive salary.

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 1 & 3) available on the website and send 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 our recruitment consultant Martin Hawes, The Edge Selection [mgh@theedgeselection.co.uk](mailto:mgh@theedgeselection.co.uk) to arrive no later than midnight on 11 July 2021.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Applicants who do not hear from us within six weeks of the above date should assume they have not been 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).