

**JOB TITLE: SENIOR PROGRAMME MANAGER (FOCUS ON OPEN PROGRAMMES)**

**REPORTS TO: FINANCE DIRECTOR**

**DOTTED LINE: DIRECTOR OF OPEN PROGRAMMES**

#### 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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Executive Education is organised into two business units: Open Programmes (Open) and Custom Programmes (Custom). We are currently looking for a Senior Programme Manager with an Open Programmes focus although there is a requirement for all members of our programme teams to work across both functions on occasion.

The role holder will be responsible, in consultation with the Director of Open Programmes, for the day-to-day operations of the Open Programmes Team which includes overseeing the establishment and maintenance of effective team processes and systems, including customer service, registrations, and programme planning.

The role holder is responsible for detailed project management and delivery of on-site, online, or live online programmes for senior- and mid-level executives from local, national, and global organisations. This includes the management and delivery of some of the more complex and flagship programmes including The Cambridge Advanced Leadership programme. 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 programme delivery.

The person will also support an established Senior Programme Manager by acting as a deputy line manager for the programme management team, supporting on general line management duties including authorising holiday requests and sickness absence as well as managing programme and resource allocation.

The role holder is accountable for maintaining high-level relationships with individual clients (participants) and for working collaboratively with other members of the Executive Education team to develop and deliver world-class executive education that meets specific business needs.

The role holder is additionally responsible for sustaining relationships with Cambridge Judge Business School faculty, faculty from the wider University, faculty from other schools, business consultants and internal and external suppliers.

## **Main responsibilities**

### Programme management

- Responsible for the preparation and delivery of the Cambridge Advanced Leadership Programme (three-week flagship programme).
- 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 all course material including hard copy, electronic and online resources as required.
- Organise, host, and manage all activities both on and off-site/online required for the delivery of all assigned programmes, ensuring all stakeholders are fully supported and resolving any problems that may arise with initiative and professionalism.
- Ensure that the highest quality professional service is delivered to delegates and all other key stakeholders, acting proactively, anticipating possible issues and solving them before they escalate.
- Collate, analyse, and distribute programme feedback to faculty and other key stakeholders.
- Oversight of overall programme portfolio feedback and proactively identify and take responsibility for implementing and recommending improvements on an ongoing basis.

### Deputy line management (Monday and Tuesday only)

- Deputy line management support as required.
- Support recruitment and induction, including temporary staff members as required.
- Management of programme allocation and effective resource coordination.

### Customer service and client relationship management

- Oversee the establishment and maintenance of effective customer bookings and enquiries systems, in liaison with business development and marketing.
- Provide first-class customer service at all points of interface with delegates, from initial enquiries and applications through to programme delivery, post-programme and ongoing communications.
- Manage delegate registrations and applications from initial enquiries through to converted paid programme registrations/sales.
- Manage existing delegate relationships and build new ones with new and prospective delegates, identifying and developing business development opportunities.

- Continuously update knowledge of the Open portfolio to help market these programmes to existing and prospective delegates, including cross-selling for Custom programmes as appropriate.
- Co-ordinate the administrative arrangements for a portfolio of programmes, in liaison with colleagues and external suppliers as appropriate, which may include venues, accommodation, travel, catering, computing, entertainment, dinners, materials, virtual learning environment (VLE) platforms, audio visual (AV) equipment etc to ensure the logistical requirements of the programme are met.
- Agree terms and conditions and orchestrate faculty, guest speakers, and service providers (including training and conference venues, hotels, Colleges, tour companies) to ensure delegates needs are met.

#### Internal liaison and communication

- Ensure all calendars are up to date and that programme information is recorded appropriately.
- Co-ordinate the workloads of other members of the programme team to ensure smooth workflows across multiple projects, and that appropriate resources are in place to manage multiple and simultaneous projects; alert the Finance Director of any issues in a timely manner.
- Maintain and update generic information to improve processes with other team members. This relates in particular to Microsoft Dynamics (internal customer relationship management (CRM) database), ensuring the data and processes around this are working in the best interests of the Open programme management team. Report back to the team on new developments in this area.
- Participate in and contribute to team and staff meetings and other ad hoc project groups as required.
- Provide regular reports on the status of each programme such as feedback scores etc.
- Work collaboratively with other members of the programme management team and the staff in Executive Education as well as the faculty of the Business School to effectively build our reputation as a pre-eminent provider of executive education programmes.

#### Financial management

- Co-ordinate client and supplier invoicing arrangements for assigned programmes in liaison with finance.
- Prepare budgets for assigned programmes and have oversight of budgets for all programmes within the Open portfolio.
- Set up cost control mechanisms for the overall portfolio in liaison with finance and implement for assigned programmes.
- Manage faculty and all other supplier payment arrangements in liaison with finance and central services.

#### 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 AV setup in in-house studios to support faculty for live online deliveries

- Ensure that all records in the business management system (BMS) 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:

- Graduate level or equivalent.
- An understanding of line management responsibilities and duties.
- 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.
- 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 academics, senior decision makers, and company executives.
- Enthusiasm for working across cultures and for meeting people.
- Ability 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 programmes (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 role working 40 hours per week and is offered as an internal secondment opportunity or fixed-term contract until 15 June 2023. The salary will be in the range of £35,000- £45,000 per annum. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays (the holiday year runs from 1 October to 30 September). The post holders will be eligible to participate in the Company's staff incentive plan (Annual Employee Bonus Scheme).

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.

Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1 March 2013, is available at: [www.pensions.admin.cam.ac.uk](http://www.pensions.admin.cam.ac.uk)

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 their interest in the position and how their experience would enable them to fulfil the role, to Helen Machin, HR Advisor for Executive Education: [h.machin@jbs.cam.ac.uk](mailto:h.machin@jbs.cam.ac.uk)

The closing date for applications is midnight on Sunday 26 September 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 Helen Machin or a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position by email on [hr@jbs.cam.ac.uk](mailto:hr@jbs.cam.ac.uk).