JOB TITLE: OPEN PROGRAMMES SALES COORDINATOR

REPORTS TO: BUSINESS DEVELOPMENT DIRECTOR

DOTTED LINE: CORPORATE BUSINESS DEVELOPMENT DIRECTOR

Background

Executive Education is a major activity at 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.

Our open programmes range from a three-week Advanced Leadership programme (ALP) to a suite of two-day tightly focussed programmes which cover essential business themes. All the programmes are led by academics from the University and are delivered either face-to-face in Cambridge or live online.

To find out more visit the Cambridge Judge Business School Executive Education website: www.jbs.cam.ac.uk/execed

The role

The Sales Coordinator will play a key role in providing administration and support to the Open programmes team, which is comprised of a Director of Open programmes and three Business Development Directors, in the successful management and delivery of a wide portfolio of open enrolment programmes. Their focus will be split between support of corporate open business (one third) and business development (two thirds).

The role holder will help the sales team stay organised by maintaining oversight of programmes and ensuring that they run smoothly. They will monitor deadlines, respond to participant requests, and take responsibility for general team administration as well as managing the practical day-to-day details of programmes. This comprehensive support role will allow the Business Development Directors to focus on sales and business development initiatives and to ensure that the team meets the targets set for the department.

As the team and programme numbers grow, there is the potential for this role to develop and take on more responsibilities.
Main responsibilities

To support the Corporate Business Development Director:

The focus for this element of the role would be on sales operations (Dynamics), working with the business development director, faculty (when necessary) and global strategic clients. More specifically:

- Create a toolkit/content/assets to support the acquisition and maintenance of key accounts.
- Create and assume responsibility for the administrative and reporting process to monitor and track progress of key accounts in Dynamics.
- Support our key account/Certificate and flagship clients/associate alumni engagement activities through targeted campaigns and information sessions.
- Provide customer service support for our certificate clients- General Management Certificate of Achievement (GMCA) and Innovation Management Certificate of Achievement (IMCA), with responsibility for answering incoming enquiries. Administration, keeping track on programmes chosen and highlighting the need for advice, from Business Development Directors (BDDs), but also encouraging people to complete their choices within the time frame. Making sure GMCA participant details are up to date in Dynamics. Keep track on the Corporates within the GMCA.
- Build a good rapport with clients and provide the team with relevant information, updates and reports.

Provide support to the wider business development team:

- Input data into Dynamics/customer relationship management (CRM) – triage, validation of leads; maintenance of the reporting for the business development team, providing reports and analysis; liaise with a member of the marketing team for auto-responders etc.
- Registrations – work with Open central admissions to keep track for each programme; respond to ad hoc requests etc; liaise with Finance for invoicing/discounts, do the weekly figures, highlight anomalies.
- LinkedIn – post where necessary; keep track on and accepting people to the alumni LinkedIn group.
- Alumni – help us plan updates for our programme alumni (nudging for mini-campaigns etc, reaching out to past participants).
- Information sessions and events – plan and help with admin of these (reunions, alumni events etc).
- Marketing – act as a key liaison contact for the marketing team. Keep track of the dates/sessions/content on the web pages; keep the business development team informed of marketing campaigns and the overall plans for our programmes over the year.
- Business Development Support; keep track of ideas and action points the team would like to drive and implement and help support the momentum of these.

Internal liaison and communication

- Participate in and contribute to client, team and staff meetings and other ad hoc project groups as required.
- Provide regular weekly reports on the status (numbers) 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.

**Information technology**

• Manage records in Dynamics, pull reports for analysis, and keep records 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 covering letter demonstrating how your own experience meets these requirements.

• A degree level or equivalent experience.
• Experience of business development/sales experience including direct experience of interfacing with customers in consultative selling would be advantageous, as would experience with programme development.
• The ability to drive customer satisfaction and build positive relationships whilst maintaining consistent follow-up (emails, phone calls etc).
• Broad understanding of business planning and selling skills, programme development and presentation competencies; cross-cultural sensitivity, ability to respond quickly and flexibly to changing situations.
• Excellent writing, presentation, and project management skills. Excellent relationship management skills.
• A commercial mind, able to identify and advance opportunities, which can in turn enhance account relationships.
• Excellent judgement and strong attention to detail.
• Ability to work under pressure, be decisive during difficult situations/negotiations, and pay attention to detail while still keeping track of the larger perspective.
• The ability to work across different business disciplines and establish credibility with senior executives, faculty and participants is important.
• A high degree of tact and diplomacy.
• Highly motivated, articulate, flexible, organised and team-oriented.
• Experience of working in Executive Education would be a distinct advantage.

**Benefits**

This is a full-time position working 40 hours per week. The salary will be in the region of £30,000 per annum. There will be a six-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. 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 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 help them to fulfil the role, to Helen Machin, HR Advisor, to arrive no later than midnight on 3 November 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

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.