

**JOB TITLE: CUSTOM PROGRAMMES LEARNING DESIGNER**

**REPORTS TO: DIRECTOR OF CUSTOMER 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 designing world-class programmes that deliver real world impact. Our academics bring fresh, research-based insight into our programmes, which is amplified by emphasis on high levels of faculty interaction. This maximises the exchange of ideas between academics and participants, creating a truly collaborative learning environment. Our goal is to deliver transformative learning experiences that allow executives to make a real difference on returning to their organisations.

Our Custom business has built an enviable reputation for real world impact that feeds back into the research and knowledge base of the faculty that deliver all of our work. Our value proposition for our custom clients emphasises key contributions from faculty drawn not just from the Business School's research centres and subject groups, but from the wider University. All of our programmes are overseen by an Academic Programme Director (APD) drawn from faculty within either the Business School or, where appropriate, from the wider University network. This world-class breadth offers capability but also diversity; enabling us to operate effectively in a multitude of contexts. Further, we place particular emphasis on close collaboration with those faculty at all levels in the client organisation. This brings impact and endurance to our work.

#### The role

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Executive Education has an ambitious growth agenda and seeks an experienced and creative Custom Programmes Learning Designer to support the team in developing an innovative and differentiated learning design strategy for our clients during the next stage of our growth. The most successful Executive Education programmes are designed as a result of a creative process, which has its foundations in clients' needs and the academic and analytic strengths of our faculty. We strive to build solutions which support the application of learning to the workplace – at whatever level and wherever we work. Acknowledging that creativity in design requires innovative thinking and often unconventional approaches, our aim is to recruit a programme design specialist with a track record in this field.

With focus on our custom programme offering, which includes online, live online and face-to-face learning solutions, the post holder will work closely with our clients, faculty, business development teams and other digital learning design and media specialist colleagues to explore creative ways to introduce new learning solutions which combine the academic and research strengths of the University of Cambridge with practical and grounded delivery models. This will include curating and implementing world-class, innovative learning solutions which combine premium Cambridge content and research with innovative methods (eg simulations, apps, business games, immersions, role plays), and the latest

educational technologies (eg digital learning, virtual classrooms, virtual reality (VR)/ augmented reality (AR), AI-driven personalisation, digital learning platforms) across face-to-face, live virtual, blended, and digital modalities.

We foster a collaborative culture within the department, and we encourage team working and peer support on all our projects. This role intersects with other departments and the post holder will work flexibly in multiple project teams.

### **Main responsibilities**

#### Strategic input and design leadership

- Support and promote a differentiated learning design strategy for Executive Education, including sourcing and curating new learning solutions, innovations, partners and methods and successfully integrating them with faculty premium content delivery.
- Working in partnership with the Executive Education Digital team and also CJBS Digital Learning (DL) team and IT/audio visual (AV) media specialists to continually develop digital learning solutions for Executive Education and CJBS.
- Inform strategy with latest pedagogical insights from the future of learning, neuroscience of learning, future of work and educational innovation/best practice globally.
- Lead on learning quality, innovation and currency, reporting regularly on evaluations of the quality of learning design and delivery, and new learning technology applications.
- Driving understanding and skill across the Executive Education team in applying new educational technologies to enhance and differentiate experiential learning design across the portfolio.

#### Programme design - proposals

- Be a lead contributor to bid strategies through building a compelling, market-leading programme design narrative and integrating appropriate innovative learning methods, technologies and experiences to meet client needs.
- At the proposal stage for custom programmes, work with the Custom Business Development team and faculty Academic Programme Directors (APDs) to create an overarching storyboard.
- Provide a consultative approach for both existing and prospective clients, and APDs, establishing yourself as the trusted advisor on programme design and suitable pedagogical modalities.
- Assist the Custom Business Development team in the creation of pedagogically robust and compelling responses, to request for proposal or capability statements, often within short response times.
- Join client meetings when required to present innovative learning solutions in collaboration with APDs and other Business Development Team members.
- Ensure that there is a coherent and clear theme for a programme proposal, based on the University of Cambridge's values and mission and on our faculty expertise and knowledge.
- Encourage and champion the use of creativity in session design and delivery, including chairing and facilitating creative design sprints, incorporating faculty from the wider University as well as the business school and our network of academics and practitioners.

### Programme design - delivery

- Execute, drive and report on a framework of evaluation across the team which exceeds University of Cambridge quality assurance processes, informs faculty development programmes and enables continuous improvement.
- Assist in the design of contracted needs analysis for clients, helping to conduct interviews and analyse results if required.
- Acting on those results, work with APDs to create programmes and sessions designed to meet those needs. Support APDs to curate and implement innovative methods and educational technologies into their designs.
- Provide APDs with support in briefing faculty on the purpose and context of their teaching on the programme.
- Ensure that the Custom Business Development team and APDs are encouraged to refresh and renew continuing or repeat programmes, to maintain relevance and reflect latest thinking and research.

### Curriculum enrichment

- Advise and enhance current design tools and curricula through innovative methods (eg simulations, apps, business games, immersions), and the latest educational technologies (eg digital learning, virtual classrooms, VR/AR, AI-driven personalisation, digital learning platforms) across face-to-face, live virtual, blended and digital modalities.
- Work with faculty to create a library of case studies and materials that are not currently available which can be used on our programmes, reflecting sectorial and geographic contexts.
- Work with CJBS Digital Learning, IT and AV colleagues to explore new technologies that can be introduced to enhance pedagogical design.
- Design simulation exercises and classroom-based exercises that reinforce learning and explore transfer of learning to the workplace. Engage with programme colleagues within CJBS to share learning of pedagogical solutions that can be used both in custom executive education programmes and accredited programmes in the Business School. Seek out potential contributors and experts from within the University of Cambridge who could work with us to increase our creativity and our relevance for clients.

### Financial management and information technology

- Assist digital development teams in the production of engaging online materials which underpin and reinforce learning.
- Manage a budget for the function and provide regular reports.
- Use the company's customer relationship management (CRM) and designated IT systems in accordance with company and University policies.

### 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:

Essential

- Graduate level or equivalent.
- Extensive experience of designing learning solutions for complex problems and within complex client environments, preferably across face to face, blended, live virtual and digital modalities.
- Behaviourally oriented towards innovation, continuous improvement, creativity, and experimentation.
- Knowledge and understanding of learning styles and appropriate pedagogical approaches which facilitate understanding and the transfer of learning, and ability to advise and influence clients and teams accordingly.
- Excellent client-facing ability to communicate innovative learning design concepts and be able to tell a narrative across a programme.
- Excellent client and faculty-facing communication and presentation skills, with the ability to demonstrate accuracy and fluency in spoken and written communications.
- Extensive experience in training and facilitation including assessing.
- Extensive experience of assessing learning needs, curriculum design of, evaluation of events and assessment of learning outcomes.
- Extensive experience in devising and implementing agreed metrics to assess return on investment.
- Experience in identifying and evaluating potential contributors to development programmes.
- Experience of designing and delivering tailor made or consultancy services in line with client needs.
- Experience of transferring classroom teaching materials to online delivery.
- Experience of working cross-departmentally within multiple project teams
- Experience in facilitating and directing client scoping workshops and needs analysis.
- Financial awareness and the aptitude to learn to manage costs and develop budgets.
- Enjoys working as part of a team but confident when working independently and comfortable taking responsibility where required.
- A flexible approach to work to ensure that clients' and stakeholders' needs are met within the scope of the project and, in some instances, within short timelines.
- Networking, representation, highly communicative.
- Excellent knowledge of IT systems, including Microsoft Excel, Word, and Outlook and comfortable and very confident in working with CRM based databases.

#### Desirable

- CIPD or equivalent qualification in scoping and designing learning solutions.
- Agile Project Management, PRINCE2 or PMP accreditation.
- Experience working with Fortune 500 organisations.
- Understanding and experience of a business school executive education, professional services learning solutions or edtech environment.
- Deep experience of applying digital and virtual learning methods including simulations, apps, VR/AR, virtual classroom or other technologies in an executive education setting.

## Benefits

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This is a full-time position working 40 hours per week. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays.

Salary will be negotiable, within the range of £65,000 - £75,000 per annum, depending on experience. The role holder 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. 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 Tuesday 30 November 2021

Applicants are required to provide details of three referees. These will not be contacted unless the applicant is short listed.

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).