Cambridge Judge Business School

Further particulars

**JOB TITLE:** CAREER DEVELOPMENT CURRICULUM MANAGER

**REPORTS TO:** HEAD OF CAREER DEVELOPMENT

Background

Cambridge Judge Business School (CJBS) delivers a suite of postgraduate business education programmes, offering experiential learning and personal and professional development to experienced post-graduate professionals from over 50 countries across the globe looking to progress their careers. The CJBS Career Centre supports the professional development and career ambitions of CJBS premium fee programmes, the largest revenue-generating degrees of the Business School, with annual cohorts of 400 students contributing approximately £30 million in revenue.

Our students are mature business professionals, with work experience ranging from three to thirty years, overall average work experience across programmes is eight years. With costs ranging from £49,000 for the one-year Master of Finance (MFin) to £75,800 for the 20-month Cambridge Executive MBA (EMBA) programme, candidates are making a significant investment in their education and future and have high expectations of professional career support that will deliver outcomes commensurate with that investment.

Premium fee programmes are the primary means by which Cambridge Judge Business School has been able to establish and grow its reputation and are key to meeting the Business School’s ambitious growth targets. CJBS is consistently ranked as one of the world’s top business schools, with our Cambridge MBA, MFin and Cambridge EMBA programmes ranking among the top in the world by the Financial Times. The performance of our premium programmes is of vital importance to the ongoing international reputation and success of Cambridge Judge, so the role holder plays a critical part in the overall financial success of the Business School and its ability to fund and grow teaching and research activities. Over 40% of the key Financial Times global ranking is based on career impact - number of the cohort in employment after three months, salary uplift, alumni career progression and satisfaction with careers provision offered by the Business School. Applicants rely heavily on these rankings in their choice of programme. The CJBS Career Centre is key to ensuring that our students get the professional development, career management skills and recruitment opportunities to achieve their career ambitions. It is essential that we provide an extensive, international, and diverse portfolio of opportunities to meet and exceed the very high expectations of potential candidates and the mature business professionals that make up our student body.

The Career Development team delivers over 1,000 workshops, small group practice sessions and advisory sessions per year, in addition to a four month onboarding programme, developing material for the virtual learning environment (VLE) pages, the online careers system and online learning tools. Through providing the highest level of service, the role holder contributes to the positive employment and career outcomes of our students and thereby on CJBS rankings, a key influencer in terms of student choice of business school.
Internally, the role holder reports to the Head of Career Development and works closely with the Heads of Operations, Employer Engagement, the wider Careers team and the Executive Directors of the MBA, EMBA, MFin and Master of Accounting teams.

Working to the Head of Career Development, this role works closely with the employer engagement team and operations team to understand recruiter needs to ensure timely and effective delivery in line with programme timetables. The role holder liaises with external coaches and trainers on additional skills and training required, identifying new suppliers where relevant and sharing best practice.

Within the University, the role holder liaises with the Cambridge University Careers Services, the Development and Alumni Relations Office.

Externally, the role holder engages with potential applicants and offer candidates and with CJBS and University of Cambridge alumni worldwide, and with peers in competitor schools to ensure best practice. They represent and promote the School and Career Centre to relevant professional bodies internationally (MBA Career Service & Employment Alliance (MBA CSEA)) to identify opportunities for mutually beneficial relationships.

The role

The role holder works with the Head of Career Development to design and plan the career development curriculum, ensuring a suite of career development tools and resources are made available to students across multiple programmes.

The role holder also produces learning materials for diverse body of students and varied learning styles and channels. They will also signpost students to career development resources and effectively communicate them to students through existing communication channels, including the careers newsletter.

They will be responsible for content of the pre-arrival website, the first introduction to the career development programme, identifying student needs and planning the entire pre-arrival curriculum, onboarding, and orientation activities.

They will work with students to ensure they receive the professional development and career management skills they need to be competitive in the job market and achieve their career ambitions, adapting delivery to suit the learning needs of the students; ensure each student has the knowledge, impact and presence required for success in their job search.

The role holder will model and deliver best practice in career delivery, delivering effective interventions with confidence and empathy, and implementing feedback loops to ensure a culture of continuous improvement. They will supervise two (part-time) Career Development Coordinators to maximise student engagement with career development provision and resources, ensuring enquiries are managed effectively, and regular surveys undertaken to gather feedback, track student progress and ensure that each student is receiving relevant support to achieve their career goals.

Main responsibilities

Careers education and skills development

- Contribute to the strategic plan of the Career Development team, working with the Head of Career Development to design, develop and deliver an effective, relevant and timely programme of careers education, information and guidance for CJBS students.
Oversee the operationalisation of the career development schedule, working closely with the timetabling and programme teams to ensure workshops and events are delivered in a seamless and timely manner.

Identify and create career development resources, working with the employer engagement team to ensure that information is relevant, timely and aligned with recruitment deadlines.

Liaise with external coaches and trainers on additional skills and training required, identify new suppliers where relevant and sharing best practice.

Advise, guide and counsel students on job search plans, career choice, skills development, employment opportunities with a view to improving individual performance.

Facilitate personal learning and peer to peer feedback in order that students effectively self-assess and improve skills.

Network and benchmark with peers in competitor schools to ensure best practice in career development delivery.

Engage in peer supervision and feedback to continually improve performance.

Work with Career Development Coordinators to create effective and timely feedback on career development provision and with the operations team to ensure that feedback is processed.

Student liaison and support

Develop mutually respectful relationships with the mature business professionals who study at CJBS, listening and respectfully challenging where required to provide objective and consistent support for all students.

Conduct proactive outreach to encourage students to participate in career development sessions and attend employer events; liaise with external coaches and trainers on additional skills and training required, identifying new suppliers where relevant and sharing best practice.

Assess individual student requirements and needs. Use initiative, experience and knowledge to recommend relevant careers provision and recruitment activities that will help students achieve their career goals.

Conduct on-going outreach and engagement with students to encourage reporting of job search progress and outcomes to ensure accuracy of student progress monitoring and capture accurate and thorough data.

Manage individual relationships with allocated group of ‘case’ students through initial one-to-one meetings and regular follow-ups. Ensure students are engaged throughout the year and highlights any (potential) issues at the earliest opportunity.

Research, analysis, and reporting

Analyse data from employer engagement team and from personal research, networking and alumni to develop detailed knowledge and understanding of employer organisational needs and career choice outcome to inform and integrate into delivery material.

Produce termly report card on activities, attendance, feedback based on data provided by data insights specialist; recommends adjustments to provision to ensure impact, effectiveness, increased student engagement and continuous improvement.
• Drive termly information and knowledge sharing forum for Careers team, sharing findings and specialist knowledge.
• Contribute to survey content, from pre-entry through entire student journey, defining goals and requirements, and working with stakeholders across the department and Business School to ensure buy-in; uses results to drive improvements to content and delivery of careers curriculum.

Communications

• In collaboration with Head of Career Development develop marketing strategy and communications plan for career development provision to drive engagement, including content and messaging schedule; liaise with colleagues in operations and delivery to ensure consistent messaging to marketing, programme and admissions teams.
• Manage service quality standards; monitor service quality through structured student feedback and adjust provision accordingly.
• Agree guidelines and expectations for students’ participation in and contribution to their career development and job search plan and communicate this to students; manage and reinforce expectations on an on-going basis.
• Work with the wider Careers team, to source, write and develop content for CJBS Careers site, the Online Career Centre and CJBS Careers newsletters.
• Represent and promote the Business School and Career Centre to potential applicants, peer schools and professional bodies at conferences and meetings.

Relationship management

• Develop strong and sustainable relationships with peer schools, career development professionals and professional bodies to continuously evaluate and benchmark delivery, identify new information sources, material and opportunities.
• Actively contribute to conferences and relevant professional bodies to raise profile of CJBS, share knowledge and to adopt and influence best practice.
• Collaborate with colleagues in CJBS Careers and with colleagues across Cambridge Judge, including the programme offices, parallel programmes, alumni office and library to ensure effective and timely careers provision aligned with needs of wider Business School.

Team training and development

• Contribute to regular training sessions for Careers staff on career development trends, activities, and career paths pursued by CJBS students in order that the team are updated and well informed about our provision and able to act as ambassadors for the Team in the School and business community.
• Ensure Career Development Coordinators have the training and development required to delivery effective first point of advice to CJBS students.

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:
- Educated to degree level.
- Understanding of the graduate business school competitive environment, and appreciation of the expectations and demands of careers provision and employment by premium fee students.
- Understanding of the postgraduate recruitment markets that CJBS students target, including knowledge of recruitment procedures, job profiles and career pathways.
- Some knowledge of training delivery methods; career guidance, coaching, Chartered Institute of Personnel and Development (CIPD) or similar qualification, with experience in career coaching/guidance and in running engaging workshops and training sessions.
- Experience working in a multicultural environment; sensitivity to employment differences between the UK and elsewhere.
- Experience of building good working relationships with diplomacy with all stakeholders, including corporate partners, faculty and senior administrators within the Business School.
- Project management experience, with the ability to scope, plan and prioritise, and manage multiple stakeholders.
- Some knowledge of personality assessment tools (for example NEO, 360 feedback, Belbin etc).
- Experience designing and delivering engaging (student) communications - able to produce multi-media materials for a diverse audience.
- Ability to deliver with confidence and impact to a mature professional audience, with the empathy and interpersonal skills required to help individuals navigate complex career transitions.
- The ability to adapt approach to different audiences’ needs.
- Project management skills.
- Excellent communication skills.
- Comfortable using customer relationship management (CRM) systems, Excel, PowerPoint, Word; experience with virtual learning environments, remote coaching tools (Teams/Skype/Zoom) and social media.

Benefits

This is a full-time position working 37 hours per week. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £31,406 - £40,927 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

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

**The closing date for applications is 12 December 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.