

JOB TITLE: OPERATIONAL SERVICES MANAGER (FIXED-TERM)

REPORTS TO: DIRECTOR OF EXECUTIVE EDUCATION

Background

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, across multiple delivery formats including online, live online and face-to-face. Our programmes allow us to build 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

The role

This is a key role which will oversee the effective operation of all Executive Education programmes across all delivery formats in both Open and Custom business. Acting as a member of the Executive Education Management team and working closely with the Director and the CJBS Director of Operations and Finance, the successful candidate will manage a team of Senior Programme Managers. This is a process-driven role requiring complex project management and attention to detail. Building relationships and fostering a professional and collegiate response to customer needs will be key, as will the ability to take a strategic view of delivery capability and the technological developments necessary to respond in a competitive marketplace.

Main responsibilities

Operational service delivery

- Manage the operational delivery team comprising Senior Programme Managers, Programme Managers and central services to ensure high quality support and customer service to all Executive Education programmes.
- Proactively review delivery capability within the services delivery team and address any development needs accordingly.
- Act as the main point of contact for Open programmes and Custom programmes requirements and manage associated capacity and delivery issues as required.
- Work closely with the Director and Management team members to ensure all programme delivery and customer requirements are addressed quickly and satisfactorily.

- Work collaboratively with CJBS operations team to ensure operational requirements communicated and co-ordinated, particularly when using shared resources and facilities.
- Work with third party suppliers as required for meeting operational needs.

Management and development of internal processes

- Encourage and support the implementation of required processes and systems to ensure efficient and effective operation across the business.
- Actively support the integration of technology and process developments to programmes as required.
- Work with the Director to enhance efficiency and effectiveness within the business.
- Oversee the arrangement of any necessary operational requirements for working remotely or in the building, co-ordinating with the HR team on matters of health and safety for Executive Education staff.
- Represent Executive Education on the CJBS Silver Team.
- Represent Executive Education at the CJBS Programme Management Group Meeting.

Act as a member of the Executive Education Management team

- Chair weekly Pipeline meetings.
- Support colleagues and members of Executive Education/faculty and attend client meetings as required to advise on operational capability and outline operational support.

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 or equivalent.
- An understanding of the higher education environment and in particular Executive Education.
- Experience of programme management within an academic or equivalent environment.
- Significant and demonstrable experience of managing an operational delivery team.
- Evidence of effective team leadership and teamworking across boundaries and cultures, managing and motivating a diverse team to enable the successful development and delivery of projects or programmes.
- Understanding of, and exposure to, a customer-oriented sales environment in a complex and multi-faceted environment.
- Evidence of excellent interpersonal and written communication skills, including influencing, conflict management and collaborative working.
- Highly developed analytic and project management skills, with the ability to communicate complex ideas in a clear and comprehensible way to diverse audiences.
- Attention to detail and ability to respond quickly to client/business needs.

- Ability to understand, harness, and drive forward the use of technology in programme support and internal processes.
- Ability to relate to faculty, senior clients and colleagues at all levels.

Benefits

This role is offered on the basis of a 12-month fixed-term contract with the potential to extend. Internal candidates are welcome to apply on the basis of a secondment. The salary will be in the region of £45,000 - £55,000. 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).

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 enable them to fulfil the role, to HR Advisor, Helen Machin by midnight on Sunday 12 December 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 Helen Machin who is responsible for recruitment to this position, by email at h.machin@jbs.cam.ac.uk. Alternatively, applicants can contact the CJBS HR team via hr@jbs.cam.ac.uk.