Cambridge Judge Business School

Further particulars

JOB TITLE: CAREER DEVELOPMENT COORDINATOR (PART TIME)

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 postgraduate 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 around £30 million in revenue.

Our students are mature business professionals, with work experience ranging from three to 30 years – overall average work experience across programmes is eight years. Costs range from £49,000 for the one-year Master of Finance (MFin) to £86,600 for the 20-month Global Executive MBA programme (Global EMBA), 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.

CJBS premium fee programmes are the primary means by which Cambridge Judge has been able to establish and grow its reputation and are key to meeting the Business School’s ambitious growth targets. The Business School is consistently ranked as one of the world’s top business schools, with our Cambridge MBA, MFin and Executive MBA 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 role of the Career Development Coordinator is to support the Career Centre in the delivery of a comprehensive career advising and job search skills development programme, with the aim of maximising students’ performance and enabling them to achieve their career goals. The role holder
proactively communicates with external providers and with students, researching and identifying appropriate resources and providing information and advice to both students and the career development team. The role holder supports students throughout their job search process, acting as first point of contact and providing initial assistance and advice on cover letters and CVs, identifying, and promoting relevant resources and events, and tracking and following up on student enquiries and job search progress.

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 Career Development Coordinator contributes to the positive employment and career outcomes of our students and thereby on our rankings, which is a key influencer in terms of student choice of business school.

Internally, the role holder works closely with the Head of Career Development, Employer Engagement and Operations, Head of CJBS Careers and the Directors of Programmes.

Within the University, the role holder liaises with the Cambridge University Careers Services, Development and Alumni Relations Office and other relevant departments. Externally, the role holder engages with CJBS and University of Cambridge alumni worldwide and identifies, develops, and maintains relationships with peers at competitor business schools to benchmark and ensure best practice.

The role

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**Main responsibilities**

The role holder is the first point of contact for over 400 professional postgraduate students regarding career development provision, resources, and job search process. The role holder provides first level guidance on career search, including job search planning, CV, and cover letter preparation, using their knowledge and experience to guide students towards relevant career resources and provision.

The role holder tracks, analyses and reports on metrics regarding student engagement, participation, and job search progress to ensure each student is receiving the relevant support to achieve employment within three months of course completion, a major contribution to international rankings.

The role holder also manages relationships with external providers, negotiating availability and terms of delivery to maximise the value for the Business School and students, taking into account changing levels of demand, complex timetables and other restraints to optimise the schedule.

They also set the tone and message for the Career Centre as first point of contact, so is vital in fostering a positive, credible relationship with our external providers and the experienced business professionals that come to the Business School to study. Our students expect a standard of knowledge and service commensurate with that of the corporate environments they come from, so it is essential that the role holder has the credibility, knowledge, and presence to instil confidence in our demanding student cohort.

**Student liaison and guidance**

- Act as first point of contact for students regarding career development provision, resources and job search process; respond to student issues and concerns in a sensitive, professional and diplomatic
way, to provide objective and consistent support for all students; escalate pastoral care concerns to Head of Career Development.

- Provide first level guidance and advice on CV and cover letter preparation, job search strategy and progress; proactively determine students’ interests and needs, determine and action appropriate follow up and/or assignment to other team members.
- Build relationships with students and conduct outreach to encourage students to participate in career development sessions and attend employer events; monitor and track students’ job search progress on the online career centre, producing regular reports on career development uptake and efficacy.
- Use initiative, experience and knowledge to recommend relevant careers provision and recruitment activities to help students achieve their career goals; contribute to development of career resources, activities and programmes for student by feeding back requirements and recommendations to career development team.
- Conduct resources coaching sessions with students to identify relevant support for their skills development and job search; in collaboration with the operations team, design and deliver resource workshops to ensure maximum take up.
- Advise student special interest groups on career education and networking activities and engagement opportunities with alumni and employers.
- Work to consistently improve the customer experience for students; encourage return of feedback reports so that information and details about interview processes are as complete and robust as possible, to support successive interview candidates.
- 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 highlight any (potential) issues at earliest opportunity.

**Resources and systems**

- Co-manage career development platforms with operations team, design and deliver a resources communication plan to promote resources throughout the year, promote relevant resources to students.
- Manage all career development events, logistics and planning, marketing sessions, posting them on the online career centre, manage sign up process.
- With the career development and employer engagement teams, contribute to the design of career development pathways for specific industries and geographies.
- Create schedules for advisory sessions, assign students based on skills level and experience; use initiative and market knowledge to tactically amend schedules to maximise efficiencies and ensure value for money from external provision.
- Identify gaps in provision and seek out new resources and innovative solutions to our students’ information needs, advising on new methods of delivery via e-learning, social media and other emerging technologies.
- With marketing, produce persuasive collateral to promote platforms and resources to students, advise on appropriate resources for needs, ensure that information is communicated to students in an accurate and timely manner.
• Liaise with operations team to feedback on use and efficacy of career development resources and identify gaps in provision; manage career development programme feedback, including pre-arrival and regular termly surveys.

Programme delivery

• Manage career development provision schedule and timetable in collaboration with operations team, ensuring that timing and logistics are aligned with the flow of the careers curriculum and needs of programme.
• Promote career activities, workshops and resources on the school portal, the online career centre and relevant social media.
• Co-host and facilitate careers workshops, manage student registration process for career development provision; staff events in a team rota, including evening and occasional weekend work.
• Contribute to data collection and reporting for the annual employment reports by tracking and chasing assigned case students to ensure a return rate from the class of over 95%.
• Collaborate with the Career Development and Curriculum Manager to create and coordinate student surveys: help to create content for pre-entry survey, in-process job search, career services provision and usage evaluation; contribute to evaluation of results and inputs into process improvement.
• Co-ordinate students' pre-arrival careers work (surveys; CV development; assessments; profile book entries; LinkedIn profiles) ensuring submissions are complete, accurate and to deadline.
• Formulate policies and procedures regarding student access to careers provision in conjunction with Head of Career Development; apply procedural best practice to bring clarity to operational running of student advisory provision; implement and enforce policies and procedures to ensure student compliance.
• Implement and enforce fair use policy for careers provision; monitor individual student usage of one to one and small group advisory provision to ensure compliance with termly limits; respond to student requests for additional sessions; liaise with Head of Career Development to agree approval for additional sessions.
• Track "no-shows" and follows up with students who fail to attend their advisory sessions to understand reasons and reinforce policies regarding access to further provision.
• Track, analyse and report on metrics regarding student engagement, participation and job search progress to enable the team to proactively ensure each student is receiving the relevant support to achieve employment within three months of course completion, which contributes positively to the international rankings

Relationship management - external career consultants

• Identify and manage network of up to 25 external careers consultants, discuss needs and negotiate on content, process and schedules to ensure timely, relevant and cost-effective delivery of specialist career provision, aligned with the strategic goals of the career development team.
• Conduct regular meetings with externals for knowledge exchange, feedback and follow up to ensure content is aligned with student needs and to encourage continuous improvement; manage contract renewal and termination.
• Monitor and interpret career consultant advisory notes on students; identify needs/issues and recommend appropriate action. Ensure information is recorded appropriately.

Communications

• Communicate with colleagues in CJBS Careers and with colleagues across the Business School, including the programme offices, parallel programmes, alumni office, CJBS Centres and library to maximise synergies and learning opportunities for our students, and to ensure effective and timely careers provision aligned with needs of wider Business School.

• Collaborate with Cambridge University Careers Service on areas of mutual collaboration and interest.

• Organise and disseminate student communications for all career development activities to ensure effectiveness of messaging; write and edit copy for student communications and career development material.

• Communicate Careers’ policies and procedures to students and conducts on-going outreach to ensure compliance.

• Produce end of course instructions to inform students of available post-course careers resources and support, and to encourage completion of preliminary employment survey.

Financial administration

• Source quotes for additional career development activities, generates purchase orders in compliance with University purchasing and finance policies and procedures; check and process invoices, submit to finance office for payment.

• Track and keep comprehensive records of expenses, monitoring against career development budget and produce regular update reports.

• Monitor event-specific budgets to ensure delivery within budget limits.

Relationship building

• Develop and maintain close relationships with other universities and leading business schools in order to benchmark and share best practice.

• Develop strong and sustainable relationships with peer schools, career development professionals and professional bodies to continuously evaluate and benchmark our delivery, identify new information, material and opportunities.

• Actively contribute to conferences and relevant professional bodies to raise profile of CJBS, share knowledge and adopt and influence best practice.

Research and special projects

• Ensure efficiency and effectiveness of available information and minimises repetitive individual queries by evaluating nature of enquiries and volume related to specific issues/topics; recommend and implement updates/changes to information, resources, policies and procedures to address enquiries as required.

• 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.
• Engage in additional career development research projects as required by strategic careers plan. For example, develop engagement strategy for Asian employers; identify skills workshops required for students from specific backgrounds or with diverse learning needs.

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:

• Bachelor’s degree or equivalent.
• Understanding of the graduate business school competitive environment, and appreciation of the expectations and demands of careers provision and employment by premium fee students.
• Outstanding organisational skills, including the ability to plan and organise one’s own work within demanding time scales and to be attentive to detail, the ability to turn rapidly and with full concentration from one task or person to the next.
• Understanding of the postgraduate recruitment markets that CJBS students target, including knowledge of recruitment procedures, job profiles and career pathways.
• Demonstrated maturity and judgment, possessing the gravitas and self-confidence to be a positive ambassador/representative of the University of Cambridge and Cambridge Judge at senior international levels.
• Empathy and listening skills to help individuals navigate and manage career transitions. The ability to adapt approach according to different audiences’ needs.
• Team working skills, with the ability to work collegially, co-operatively and flexibly in a small team.
• Creativity, patience and resilience with an often demanding constituency; understanding of the often reactive and immediate nature of student advisory work.
• Self confidence to deal with a wide range of talented students.
• Customer service orientation and commitment to continual process improvement.
• Cultural awareness, with the ability to establish meaningful working relationships with students from a wide range of cultures.
• The ability to build strong working relationships with external and internal members of the CJBS community, as well as those in the wider University, other leading business schools, corporate partners and external providers.
• Comfortable using content relationship management (CRM) systems, Excel, PowerPoint, Word; experience with virtual learning environments, remote coaching tools (Teams/Skype/Zoom) and social media.
• Ability to work occasional evening and weekend hours in support of student career development provision and recruitment events.
• Energy, enthusiasm, self-motivation, initiative, creativity, and flexibility

Desirable

• Experience in business or corporate environment.
• Research skills, including developing research methods, collecting and assess information rapidly, identifying key points and drawing conclusions. Willingness to challenge and verify accuracy of information obtained.

• Ability to communicate complex information effectively, both orally and in writing, in a concise, clear and engaging way.

• Ability to use technology as an effective tool to support the team's key activities.

• Career coaching/advisory qualification

Benefits

This is a part time role, the role holder will be working 21.9 hours per week (three days per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £29,614-£35,326 pro rata for full-time equivalent.

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 13 February 2022.

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.

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.