JOB TITLE: EMBA SENIOR PROGRAMME COORDINATOR [TEMPORARY COVER]

REPORTS TO: EMBA EXECUTIVE DIRECTOR

Background

The Cambridge Executive MBA (Cambridge EMBA) and the Global Executive MBA (Global EMBA) are major teaching programmes at Cambridge Judge Business School (CJBS). As the Cambridge EMBA programme is a 20-month programme the number of students in study at any one time is in excess of 220. The Cambridge EMBA is a complex programme having two cohorts each year. There is one Senior Programme Coordinator responsible for each cohort, hence two people in post in the same role at any one time.

Participants to the programme are working professionals with an average of 12 years work experience and an average age of 38. Currently the fee for the programme is £75,800. This is a significant investment and top candidates are very selective about the programme they join; they demand a level of quality, service, and programme delivery commensurate with the premium programme fee and with their experience of standards in the corporate world.

The Senior Programme Coordinator is responsible for organising, co-ordinating, and delivering the Cambridge EMBA teaching programme and examinations as well as contributing to forward planning and any initiatives that contribute to the improvement of services.

The role

The post holder supports the EMBA programmes Executive Director by managing the day-to-day operational delivery of the taught elements of the Cambridge EMBA programme, providing student service support to mature, working professionals who expect a professional customer service in line with the business world.

The role has responsibility for the day-to-day operational delivery of the teaching programme with the primary goal of ensuring it runs in an efficient manner supporting the interests of the students, teaching staff, the Business School, and the University.

This means operational oversight on all modules, as well as timetabling events, advising, and supporting faculty, teaching assistants, external suppliers on course materials and assessment procedures, managing University examinations and assessments. In addition, managing copyright clearance for course materials, managing assignments, the feedback processes, monitoring the Cambridge EMBA virtual learning environment (VLE) and providing student service support for all Cambridge EMBA students on a daily basis. Included in this is the substantial responsibility for the operational delivery of the International Business Study Trip (IBST) which includes contact with international partners for teaching and logistics purposes.
Within the University the role holder is the main liaison with the University’s Education Division, Board of Examinations, and College Directors of Studies etc. Externally, the role holder is the contact for personal and professional development (PPD) providers, External Examiners, international partner schools for IBST external lecturers/practitioners and vendors for courses and course materials.

The duties and responsibilities that arise during the administration of the teaching programme are varied and the key purpose of this role is to maintain oversight of this and manage the administration necessary to deliver the teaching programme as a whole. The role holder is expected to manage the workflow and the team’s resources to ensure that the teaching programme is delivered as effectively and efficiently as possible and be on hand to prevent problems and resolve challenges that arise.

The role also encompasses authorising expenditure within budgetary constraints and prioritising resource allocation within their particular areas of the programme, namely catering, resources, and IBST.

**Main responsibilities**

**Teaching programme management**

- Day-to-day course delivery to include student, faculty and team enquiries (face to face/telephone/email), class delivery support, timetable updating, ensuring assessment and deadline requirements are met.
- Main liason with Student Registry on various programme administrative matters such as onboarding new cohort and providing termly course enrolments.
- Ensure faculty deliver their marks to deadline.
- Set and manage timeline for assignment deadlines for students.
- Create termly notices with an understanding of the regulations for both the degree and the expectations of the University.
- Represent the Cambridge EMBA teaching programme at committees and meetings. Participate and contribute to discussions and communicate the programme interests and complex requirements.
- Engage with the plans and objectives of the Business School (eg teaching feedback committee, operational user-group, etc).
- Liaise with external and internal Examiners and Chair of Examiners on student issues concerning grading, assignment issues etc often having to explain both verbally and in email difficult and sensitive student circumstances.
- Organise External Examiners Meeting. Regular liaison with the Chair of Examiners throughout the year and with External Examiners prior to the meeting for travel, accommodation and general information. Prepare all materials including samples of work to be dispatched in good time before meeting; attend meeting with a full view of all teaching, assessment and special circumstances for the academic year, advising the committee accordingly. Write minutes for prompt circulation.
- Analyse and review feedback and recommend and implement improvements.
- Oversee the process of formalising procedures, developing procedural best practice and bringing clarity to the operational running of the teaching programme.
- Liaise with the Programme Manager in matters relating to faculty and teaching needs, facilities, materials and the VLE.
Planning and delivery of teaching blocks

Manage the planning and hybrid delivery of the Cambridge Executive MBA teaching weekends and events, such as Orientation Week and Electives, including the co-ordination of teaching, facilities, catering, and the welfare of students.

Teaching Weekends

There are 16 teaching weekends (full days Friday and Saturday) over the 20-month programme for each cohort, roughly once a month apart from those months where the longer teaching blocks take place (see below). For each teaching weekend, the role holder will:

- Ensure all aspects of pre-arrival and the weekend itself are delivered and run smoothly.
- Be the point of contact for all student queries before, during and after the weekend around logistics, attendance, deadline extensions etc.
- Oversee the co-ordination of logistics through the Programme Assistant.
- Liaise closely with the Programme Manager and External Relations Manager to ensure all aspects of the programme run smoothly and are communicated to the students in a consistent manner.
- Attend evening events and dinners as required.
- Support hybrid delivery as needed, including liaising with faculty on requirements. Handle audio visual (AV) troubleshooting and Zoom facilitation.
- Monitor and record student attendance, and seek evidence for excused absences.

Orientation Week

Orientation Week comprises of a week at the beginning for the Cambridge EMBA programme which is a mixture of teaching and programme information sessions, guest lectures and events as well as evening networking sessions. The role holder will:

- Organise all aspects of the the delivery and contribute to the development of the orientation week for new students. This requires careful forward planning and close liaison with a large number of stakeholders from within the EMBA programmes team, the wider Business School and University as well as external suppliers.
- Ensure all aspects of pre-arrival and orientation are communicated, delivered and run smoothly.
- Act as the point of contact for all new students before and on arrival.

International Business Study Trip (IBST)

The IBST comprises of a week in Lent Term in a country outside of the UK and the programme includes the assessed core International Business course, as well as guest speakers, company visits and evening events. The role holder is responsible for supporting the External Relations Manager in organising this, duties include:

- Plan and prepare students and engage faculty on course delivery.
- Responsible for communications prior and during IBST.
- Attend the IBST in country and act as a point of contact for student and faculty issues and queries before during and after the trip.
Electives Week

The Electives Week comprises of a four-day block in Lent term where Cambridge EMBA alumni are invited to join the current cohort to undergo allocated Elective courses. The role holder will:

- Organise and co-ordinate all aspects of the preparation, delivery and follow up of the Electives Week with internal stakeholders and with external speakers and other providers.
- Manage the provision of elective information, co-ordinate the complex elective allocation process and create booklets providing the student and alumni choices.
- Liase with Alumni team regarding alumni communication, registration and events.

Faculty (internal and external) liaison and care

The EMBA programme employs many high profile practitioners to teach specialised courses, deliver talks, assist with programme content and delivery etc. Most have an important connection with the Business School and other programmes and as such, it is important that the Senior Programme Coordinator shows professional service delivery. This includes demonstrating a professional manner, taking care of their course requests in a timely manner, hosting them while at the Business School and building relationships with them so that the Cambridge Judge brand is further developed.

- Manage contracts with external faculty including writing and securing terms of engagement with the Business School; tracking hours and terms; tracking and processing payments.
- Responsible for reporting and tracking of teaching points to Head of Educational and Teaching Support.

Student support and welfare

- Act as the first point of contact for programme/academic related advice/pastoral issues, responding promptly to queries on the VLE and in person. Resolve issues where possible and judge when to refer to a relevant colleague if required.
- Monitor student performance and bring situations where a student is consistently underperforming or under threat of failing and escalate the matter to the attention of the EMBA Directors on a case-by-case basis.
- Ensure a positive, effective and accessible communication link between the Cambridge EMBA team and the students. The role holder will have an understanding of how best to deal with a complaint and make sure all team members are aware of any issue that may have an impact on the role or the student experience.
- Advise students on the examination process.
- Manage and set up Student Representative Election.
- Oversee end of programme procedures and liaise with Admissions and Marketing to ensure both incoming and outgoing student information is correct.

Line management/training

- Train and manage contracts for Course Coordinators who support teaching faculty, induction review and updating of the Course Coordinator handbook.
• Line management, supervision, training and evaluation of Programme Assistant giving direction, allocating tasks, resolving problems, checking work and creating work schedules.

• Oversee Programme Assistant in:
  o Planning and co-ordination of catering needs and liaising with the facilities team, catering/local hotels/Colleges to ensure this is delivered to the highest standard.
  o Implementing the student feedback procedures: preparation of feedback surveys, distribution, input and analysis of the data, production of reports to represent the student feedback results.
  o Organising termly Teaching Committee meetings (TCM) (to discuss feedback, programme performance, faculty engagement etc).

Examinations and assessment

• Responsible for the administration of all student assessment to include co-ordinating the collection of submitted work and distribution for marking; observing for lateness penalties; archiving; collation of marking reports; timely release of grades and feedback to students; maintenance of the marks database; chasing faculty when required.

• Advise students of any penalties applied and recording all lateness/extensions/absences; document any issues that might arise from the assessment process and recommend solutions. Accountable to the Chair of Examiners to ensure a fair and transparent process, that marking is carefully monitored and in line with those procedures.

• Advise markers/assessors on the marking standards and requirements for feedback on assessed coursework and work with faculty to ensure these standards are met.

• Organise and oversee examinations, appointment of internal examiners, timetabling of University examinations; provision of facilities for examinations and invigilators; co-ordinate preparation of exam papers, ratifying payments for examining and invigilation; main liaison with Board of Exams on preparation and recording of marks.

• Organise all arrangements for any cases of viva voce or special examination allowances, liaising with Colleges where required for special circumstances.

• Regular liaison with external examiners and Chair of Examiners; prepares all materials for externals, including their papers for moderation and gathering their feedback.

• Oversee annual examiner meetings with Chair of Examiners; prepare all materials including samples of work to be dispatched in good time before the meeting; final papers to sign, class list, attend meeting with the full view of the teaching, assessment and special circumstances for the class, advising the committee accordingly. Write minutes for prompt circulation.

• Co-ordinate all assessment for Cambridge EMBA (roughly 5,000 assignments annually)

Financial and budgetary responsibilities

• Monitor and track expenditure against budgets, especially for events, course materials (case/copyright, books, etc) and PPD provision.

• Report to the Executive Director regarding budgetary matters.

• Plan and negotiate contracts with suppliers, ensuring delivery to time and on budget.
• Recommend and advise on costs for any aspect of programme delivery, getting competitive quotes and requesting dispensations where appropriate.

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 with equivalent relevant experience.
• Experience of working in an administrative role, including programme management, ideally in the higher education (HE) sector.
• Evidence of event management or similar experience.
• Strong customer service experience.
• Experience of working with postgraduate or mature professional students.
• An understanding of HE policies and procedures, in particular in relation to academic assessment.
• Strong operational skills; ability to deal with complex problems under time pressure in a logical manner; ability to prioritise work and meet deadlines.
• Ability to work on own initiative and remain calm under pressure.
• Proven attention to detail with large data sets; confidence in handling spreadsheets.
• Understanding of purchasing and budgetary procedure, budget management experience, including contracts with suppliers.
• Strong team player with ability to understand the professional needs of others in the team (and wider School community) and to communicate clearly in a confident and diplomatic way (both written and verbal).
• Ability to work with an internationally diverse group of students, faculty and staff.
• Strong, positive, interpersonal skills, proven ability to respond flexibly, sensitively and confidently to the needs of others and difficult situations.
• Self-motivated with the confidence to initiate ideas, collaborate with others, identify problems and implement solutions.
• Comfortable presenting and talking to an audience.
• Ability to deal with confidential information and problems, familiarity with Data Protection Act.
• Fully competent with Microsoft Office (Word, Excel, PowerPoint), excellent Excel skills in particular.
• Familiarity with online learning platforms.
• Basic understanding of Zoom platform and AV systems.
• Regular Friday evening and Saturdays (about once a month) will be required.

Benefits

This is a full-time position working 36.5 hours 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 per annum.
Temporary cover: This post is fixed term for 12 months or the return of the post holder, whichever is the earlier.

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 3 April 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. 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 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.