

**Cambridge Judge Business School
Executive Education**

Brief for the position of

DIRECTOR OF CUSTOM PROGRAMMES

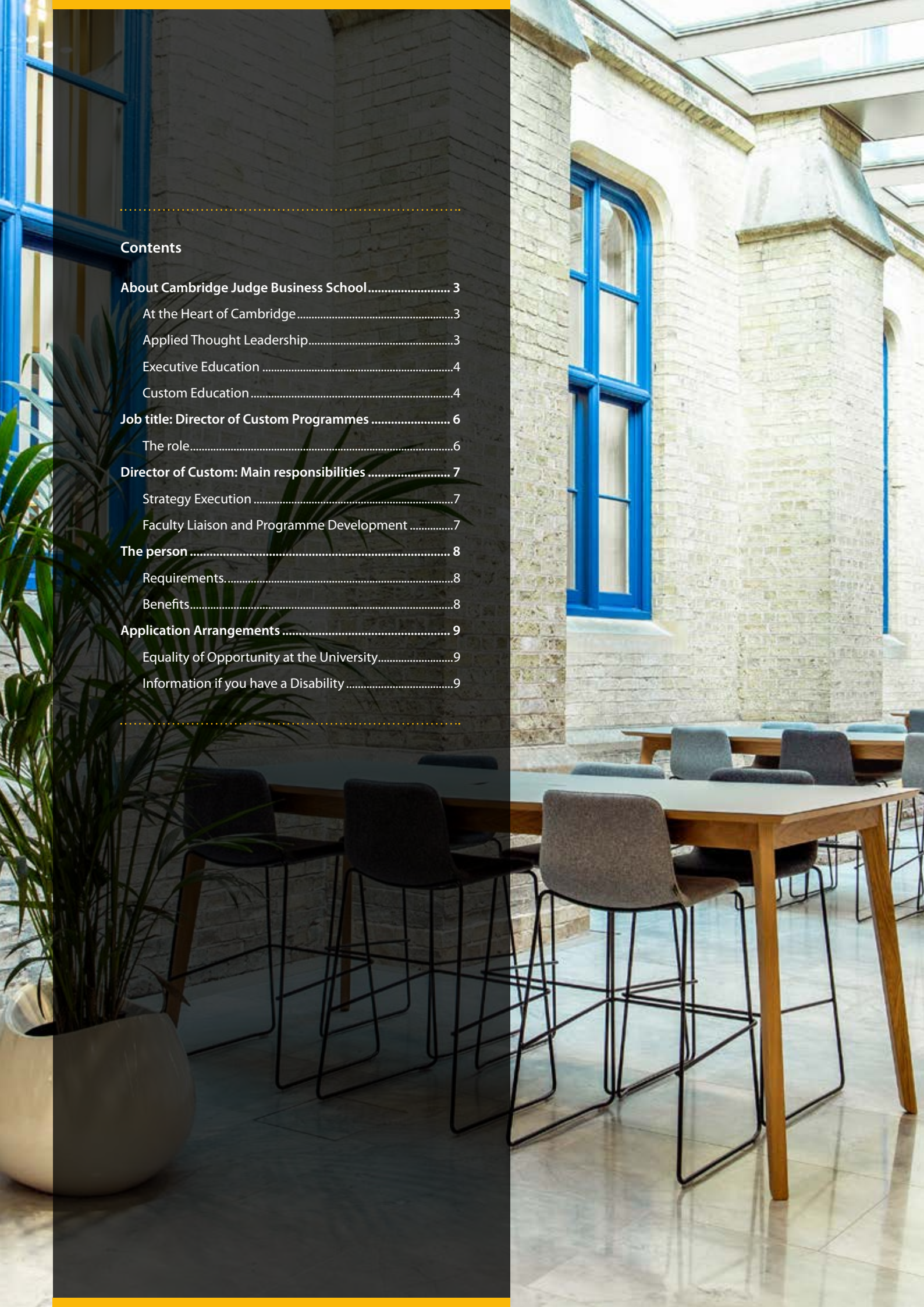


**UNIVERSITY OF
CAMBRIDGE**
Judge Business School

ExecutiveEducation

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About Cambridge Judge Business School

Cambridge Judge Business School sits within a world-renowned centre of cutting-edge knowledge creation and teaching. This top 20 global business school is a place where people from diverse backgrounds participate in intensive, highly focused and topical business programmes. The School also benefits from being surrounded by a rich, stimulating and dynamic business environment, which is home to the most successful technology entrepreneurship cluster in Europe; a thriving community of business innovation, start-up enterprise and entrepreneurship. We conduct world-class research across a wide range of business relevant themes led by 19 research centres. The research quality has been recognised by the UK Government who rated Cambridge Judge Business School amongst the top UK business schools for the impact of its research.



At the Heart of Cambridge

Cambridge Judge Business School (CJBS) is an integral part of the University of Cambridge. This major competitive advantage enables us to draw upon, and contribute to, the academic and research power of one of the leading universities in the world. As well as being part of a globally-renowned research university, a key differentiator from many of the other top European based business schools, is that Cambridge is surrounded by science parks, incubators and innovation centres.

The Cambridge Cluster or Silicon Fen, is now the most successful technology cluster in Europe and one of the most successful in the world. Many of these businesses have connections to the University of Cambridge. To date, innovators based at the University and in the wider local community have developed over 1,600 firms employing more than 30,000 people. Collaboration between the University and the private sector continues to influence the growth and prosperity of what is known as the 'Cambridge Phenomenon'.



Cambridge Judge Business School - Entrance

Applied Thought Leadership

Our programmes are consistently highly ranked, compete for the best candidates globally, and produce graduates who are sought after by global employers.

The School has an outstanding faculty of around 70 members, drawn from across the globe. They conduct world-class research across a wide range of business relevant themes led by 19 research centres. Our research has been recognised by the UK Government, which rated Cambridge Judge Business School amongst the top UK business schools for impact.

Our mission to engage deeply with business, to use our research and teaching to drive action for positive change in society and the progress we have already made to achieve these goals, means that Cambridge Judge has an international reputation for evidence based programmes. Our innovative approach in several fields, such as alternative finance, sustainability and gender research, means we are the forefront of emerging areas of research.

Under the leadership of the current Dean, Mauro Guillén, a vision for the School - Deep Engagement - has driven our work, and been wholeheartedly embraced and delivered by the faculty, and our programmatic centres.

The vision is that research has most impact if it focuses on areas of real-world value with companies, governments and not for profits, where the outcomes and learning that emerge from this type of practical research also inform teaching and how we engage with practitioners, regulators, policy makers and decision makers. This strategy is a major differentiator from many of our peer schools.



Executive Education

JBS Executive Education Ltd. (JBSEEL) is a wholly owned subsidiary of the University of Cambridge. CJBS Executive Education, as it is known more widely, designs world-class programmes that deliver real world impact. CJBS Executive Education has grown in scale and stature to represent the very best of the School and University. With purpose-built facilities in Cambridge and access to best minds that Cambridge can offer, it is now ranked in the FT's global top 20 for Executive Education.

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.



St John's College of Cambridge University - Bridge of Sighs

Custom Education

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 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.

Working with our clients to co-create programmes, we seamlessly deliver learning across multiple formats, from in-presence teaching to digital Live Online to asynchronous online products. We also blend all three to create a rich bespoke solution; essentially, we provide the format that aligns with our clients' needs.

A key element of our work is our focus on measurable impact to ensure transfer of learning and behaviour change. We employ a number of evaluation methods before, during and after our programmes; designing them collaboratively with clients wherever possible to ensure that we measure with relevance and inform their organisational strategy.

A unique resource available to us is our Psychometric Centre. This truly world-leading team able to produce cutting-edge behavioural analyses to explore both the objectives and impact of programmes.

In addition, we have an experienced team of operational specialist Programme Managers with exemplary attention to detail and total commitment to excellent customer service. We recognise that this contribution to the client experience, whether online or in person, is a key building block in the foundation of psychological safety and openness to new experiences.



Cambridge surroundings - Claire college bridge

Job title: Director of Custom Programmes

Reports to: Director of Executive Education

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, and 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.

The role

We are seeking to appoint a Director of Custom Programmes. The Director will be a member of the senior management team and will have primary responsibility for the development and execution of our strategy for custom programmes.

The Director will manage a team of Client Directors, Client Relationship Managers, Bid Managers and Learning Design, and work in partnership with members of CJBS faculty to develop and manage our portfolio of programmes, and relationships with custom clients. The postholder will work nationally and internationally to represent the business to existing and potential clients. Flexible working arrangements such as working a proportion of time from home are available.

The role holder will work with operations teams in the preparation and delivery of our programmes. They will maintain the standards and manage the budget for custom programme delivery to ensure quality of service delivered cost effectively.



Director of Custom: Main responsibilities

Strategy Execution

- Responsible for developing and implementing an effective and enduring strategy for our custom executive education business, with a primary focus on building the scale and diversity of our custom portfolio of programmes and deep engagement relationships across all delivery models – in-presence, live online and asynchronous. Working closely with CJBS and University faculty to develop our expertise in the creation of excellent executive education programmes for pro-active and repeat sales.
- Undertake an evaluation of opportunities by industry sector and geographic location and develop new business and products by identifying potential clients.
- Manage the strategic risks and future proof the business model within a changing Executive Education market.
- Undertake visits and engage with potential clients for custom programmes, supporting the work undertaken by Client Directors. This will include accompanying Client Directors to client meetings and at profile-raising events.
- Work with colleagues in the Open and Digital business units to ensure a consistent, comprehensive and quality driven approach to JBSEEL services. Foster cross selling and corporate relationship development.
- Responsible for leading the assessment of those opportunities and products and for developing responses that are appropriate from the University of Cambridge.
- Responsible for overseeing processes and managing resources so that clients' expectations and experiences are managed proactively and that all internal and external communication is of the highest standard.
- Lead the team of Client Directors, Client Relationship Managers, Bid Managers and Learning Design. Provide them with professional support and guidance. Translate the strategy for the customised executive education business into objectives for the team (and individuals within) and monitor progress towards achievement, providing direction, feedback on performance and annual appraisals.
- Oversee the acquisition of new business, from initial enquiry through the sales process to delivery of client-focused solutions to include the implementation of risk management strategies, including thorough due diligence processes.
- Work with CJBS and University faculty to understand academic content, teaching methodologies, faculty capabilities, programme schedules and curriculum to communicate to prospective and current clients.
- Financial responsibility for the performance of Custom programmes including developing budgets and business plans, monitoring progress and reviewing forecasts.
- Work with colleagues in JBSEEL and CJBS to ensure our work is of the highest quality and that external benchmarking process (rankings and other QA processes) are understood by the team.
- Delivered to the highest of standards and aligned with client expectations and identified needs.



Cambridge surroundings - Polar Institute

Faculty Liaison and Programme Development

- Responsible, together with the Director of Executive Education, for ensuring that the role of the Academic Programme Director is clearly defined for each custom relationship and programme. This will include acquiring a deep understanding of the range of research activity and interest within the Business School and developing strong sustainable relationships with members of faculty.
- Continue to develop existing and new links with faculty members in order to ensure that our programme content is delivered to the highest of standards and aligned with client expectations and identified needs.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a covering letter demonstrating how your own experience meets these requirements.

Requirements.

- Master's degree, PhD, or equivalent highly desirable.
- Experience of the global Executive Education market is essential, together with a sophisticated understanding of client relationship management and evidence of winning business at the highest level.
- Evidence of effective team leadership and team-working across boundaries and cultures, working with colleagues to enable the successful development and implementation of strategic plans.
- Experience of developing customised learning and development solutions for senior leadership groups in profit and/or not-for-profit organisations.
- Understanding of a customer-oriented sales environment in a complex and multi-faceted environment.
- Excellent networking skills and an ability to bring these skills to bear in the acquisition of business.
- Ability and enthusiasm to engage and collaborate with teaching and research faculty in the Business School and the wider University.
- Evidence of excellent interpersonal skills, including influencing, conflict management and collaborative working.
- Excellent communication skills, including delivering presentations with impact and persuasive written materials.
- Highly developed analytic skills, and the ability to communicate complex ideas in a clear and comprehensible way to diverse audiences.

Benefits

There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus 8 days of public holidays. The post holder will be eligible to participate in the Company's staff incentive plan (Annual Employee Bonus Scheme). Competitive Salary.

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.

Pension scheme details, including information about the legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme from 1st of March 2013, is available at: www.pensions.admin.cam.ac.uk 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



Cambridge surroundings - Cambridge river

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 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

Email: info@theedgeselection.co.uk to arrive no later than midnight on 29th of May 2022.

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

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 2011.

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 at: h.machin@jbs.cam.ac.uk

Alternatively, applicants can contact the CJBS HR team via: hrenquiries@admin.cam.ac.uk



Cambridge Judge Business School - Simon Sainsbury Centre

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JBS Executive Education Limited is the limited company designing, developing and delivering Executive Education from Cambridge Judge Business School at the University of Cambridge.

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