

JOB TITLE: SENIOR PROGRAMME MANAGER (CUSTOM)

REPORTS TO: HEAD OF OPERATIONS

DOTTED LINE: DIRECTOR OF CUSTOM PROGRAMMES

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, 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.

We are entering an exciting new era of growth and development at Executive Education, ushered in by our new CJBS Dean and new Executive Education Director. Our strategy is focused on achieving Cambridge's mission and impact in the world, as well as meeting increasing market demands for scaled, innovative, immersive, and digital learning. We are increasing the scale and size of our clients, innovating in digital learning, growing our capability for the future, and enhancing our operating model and partnerships. We are growing rapidly and significantly in some of the Business School's most important and meaningful areas of research, including Environment, Social and Governance (ESG), Strategy and Competitiveness and Alternative Finance.

To find out more visit the Cambridge Judge Business School Executive Education website:
www.jbs.cam.ac.uk/execed

The role

Executive Education is organised into two business units: Open Programmes (Open) and Custom Programmes (Custom) although there is a requirement for all members of our programme teams to work across both functions when required.

The Senior Programmes Manager (SPM) will join the Custom Programmes team and co-manage, with an existing SPM, the delivery of our Custom programmes. This includes supporting the project management of the Custom Programme Portfolio; driving high standards of project management across the team; line management of the programme management team; project management of design and delivery of complex on-site, online, or live online client programmes; stewarding of high-level relationships with individual clients; refinement of processes and project planning; and equitable programme/resource allocation.

This is a time of significant change and growth in the organisation. Our programmes are growing in complexity and require us to implement new systems and project planning as well as enhanced design

principles and delivery practices with immersive learning and sophisticated digital elements. The successful candidate will be an inspiring and innovative manager skilled and experienced in a range of project management methodologies. They will be ready to support our team through a period of change, role model new processes and techniques and take an active role in training and systems management.

Main responsibilities

Project management

- Manage a set of clients and programmes using formal project management disciplines including project plans, risk registers and risk management discussions, stakeholder maps and plans, communications plans, budget tracking, resource plans, weekly dashboards including tracking to milestones and risks, and regular upwards reporting into portfolio plans for the custom business.
- Manage our learning programmes to deliver to agreed timescales, budgets and at high quality.
- Lead project team through phases of planning and design, delivery, and monitoring and completion of a programme.
- Chair team discussions around activities, milestones, due dates, tasks due and dependencies, ensuring adequate planning, control, and delivery of outputs.
- Support the Operations Director to implement robust project planning across the Custom portfolio in collaboration with the wider team.
- Be responsible for the production of project documentation internally as well as for the client.
- Manage internal and external stakeholders with confidence and diplomacy.
- Escalate any slippage as appropriate.
- Ensure all projects are managed to defined standards by the team, highlighting progress and risks across projects and ensuring they are visible through the systems provided.
- Monitor the implementation of project management methodologies and processes across the team for continuous improvement.

Team leadership and line management of the Custom Programmes team

- Support the Head of Operations in driving, coaching, and setting a strong standard of excellence around all project management disciplines to drive excellent client feedback on our preparation, planning, pace, and project management throughout the project lifecycle.
- Support the Head of Operations in coaching and mentoring the team through a period of change and on an ongoing basis in line with their personal and professional development objectives.
- Preparing and conducting performance reviews eg annual appraisals, six monthly reviews, probation meetings etc.
- Chair weekly team meetings and leading discussion on status, programme milestones, risk, and escalations across the portfolio.
- Approve holiday/leave requests and conduct back-to-work interviews.
- Identify and support recruitment and induction, including temporary staff members as required.
- Onboarding of new staff with training and support.

- Management of programme allocation and effective resource coordination alongside other SPMs.

Internal liaison, co-ordination, and communication

- Support the Head of Operations in regular Management Information (MI) and reporting across the portfolio on milestone status, budget and resource tracking, and risks to escalate to our Leadership Team and the Board.
- Support the Head of Operations in resourcing and programme calendars in collaboration with the Business Development and Central Services teams.
- Co-ordinate the workloads of other members of the programme team to ensure smooth workflows across multiple projects, and that appropriate resources are in place to manage multiple and simultaneous projects; alerting the Head of Operations of any issues in a timely manner.
- Keep meticulous, up-to-date records through the relevant systems to ensure smooth collaboration across the organisation and team cover where required. Monitor systems for opportunities for improvement and report back to the team on new system developments where appropriate.
- Participate in and contribute to team and staff meetings and other ad hoc project groups as required.
- Provide regular reports on the status of each programme.
- Establish and maintain collaborative working relationships with colleagues within Executive Education as well as the wider central team within CJBS, eg facilities, IT, catering, reception, timetabling etc., constantly evaluating and seeking to improve how we work together.
- Work alongside colleagues and faculty to effectively build and maintain together our reputation as a pre-eminent provider of executive education programmes.

Programme delivery

- Organise, host and manage all activities both on and off-site/online required for the delivery of all assigned programmes, ensuring all stakeholders are fully supported and resolving any problems that may arise with initiative and professionalism.
- Produce, or oversee the production of all course material including hard copy, electronic and online resources as required.
- Ensure that the highest quality professional service is delivered to the client and all other key stakeholders, acting proactively, anticipating possible issues and solving them before they escalate.
- Collate, analyse and distribute programme feedback to faculty and other key stakeholders.
- Oversight of overall programme portfolio feedback and proactively identify and take responsibility for implementing and recommending improvements on an ongoing basis.

Customer service and Client Relationship Management (CRM)

- Provide first-class customer service at all points of interface with clients.
- Manage existing client relationships and build new ones with new and prospective delegates, identifying and developing business development opportunities.
- Continuously update knowledge of the Executive Education portfolio to help market opportunities to existing and prospective clients, including cross-selling for Open programmes as appropriate.

- Co-ordinate the administrative arrangements for a portfolio of programmes, in liaison with the Central Services team and external suppliers as appropriate, which may include venues for virtual or face-to-face delivery or recording, delegate or speaker accommodation and travel, programme catering and/or dinners, computing, entertainment, teaching materials, virtual learning environment (VLE) platforms, audio visual (AV) equipment etc to ensure the logistical requirements of the programme are met.
- Agree terms and conditions and orchestrate faculty, guest speakers, and service providers (including - training and conference venues, hotels, colleges, tour companies) to ensure a programme is delivered to specification and client needs are met.

Financial management

- Co-ordinate client and supplier invoicing arrangements for assigned programmes in liaison with the finance team.
- Track and monitor costs against set programme budgets, escalating any discrepancies between actual and budgeted costs.
- Set up cost control mechanisms for the overall portfolio in liaison with finance and implement for assigned programmes.
- Manage faculty and all other supplier payment arrangements in liaison with finance and central services.

Information technology

- Work collaboratively with colleagues to manage and stay on top of latest developments and skills for learning technologies, including virtual learning environments, a programme app and any digital programme delivery tools when appropriate, as part of a course or programme and ensure that realistic deliverables and timelines are established, monitored and met.
- Manage AV setup in in-house studios to support faculty for live online deliveries
- Ensure that all records in the Business Management System and Project Management Tool are accurate and kept up to date and monitor the team's data input to ensure accurate reporting across the business.
- Use IT systems as the company has put in place to manage data, in accordance with company policy and data protection regulations.

The person

The ideal candidate should have the following qualities, skills, and attributes:

- Formal project management qualification (eg APM, Prince 2, Agile or other).
- Excellent professional project management and planning skills.
- An understanding of line management responsibilities and duties.
- Excellent communication skills, with the ability to demonstrate accuracy and fluency in spoken and written communications.
- Ability to delegate and prioritise effectively.

- Ability to demonstrate a highly developed level of professional customer service and a strong desire to exceed expectations.
- Experience of working in a service environment in a higher education setting is highly desirable.
- Ability to work with academics, senior decision makers and company executives.
- Enthusiasm for working across cultures and for meeting people.
- Ability to manage costs and develop budgets.
- Ability to negotiate the best possible solutions for clients and the company.
- Able to work under pressure and to enjoy the challenges of tight and multiple deadlines.
- Evidence of creativity in problem solving.
- A flexible approach to work, willing to “go the extra mile” whenever necessary in order to ensure that clients’ and stakeholders’ needs are met within the scope of the project.
- A sympathetic understanding that some programme schedules will be outside normal working hours and that the flow of work may not follow a regular working week.
- Excellent IT skills, particularly in Microsoft Office programmes Outlook, Word, Excel and PowerPoint), as well as project management software and CRMs (Microsoft Dynamics)
- Skilled and proficient in AV set-up and Zoom hosting for remote/hybrid delivery.
- Evidence of a collaborative and flexible approach to team working.
- Excellent attention to detail.

Benefits

This is a full-time, permanent position working 40 hours per week and attracting a competitive salary and annual 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 competitive pensions and a tax-efficient bicycle scheme.

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 submit a full curriculum vitae and covering letter explaining their interest in the position and how their experience would enable them to fulfil the role, to Maria Weber, Head of Operations: m.weber@jbs.cam.ac.uk and Helen Machin, HR Manager, JBSEEL h.machin@jbs.cam.ac.uk by midnight on Monday 8 August 2022.

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 deeply 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 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.