JOB TITLE: PROGRAMME MANAGER

REPORTS TO: SENIOR PROGRAMME MANAGER

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/exced

The role

The role holder will have a focus on supporting the delivery of Custom programmes, although there is a requirement for all our Programme Managers to work across both functions on occasion.

The role holder is responsible for the detailed end-to-end project management of programmes designed for our local, national, and global corporate partners. This includes planning, development, delivery, and follow-up of on-site, online, or live online delivery. Our programmes range from highly interactive short courses through to longer, more complex programmes and events for several hundred participants.

There is a wide variation in the style, complexity, and duration of our programmes, so it is essential that all our people have a flexible and professional approach to clients and their learning and development needs.

The role holder is expected to maintain excellent relationships with all our stakeholders. These include:

- Key contacts in client organisations.
- Programme participants before, during and after events.
- Business School and University faculty.
• Other contributors to our programmes drawn from our international network of practitioners and subject specialists.

• Facilities, venue and catering colleagues in the Business School, Cambridge Colleges, hotels and other venues.

• Remote locations for international programmes.

We foster a collaborative culture within the department, and we encourage team working and peer support on all our projects. This role intersects with all other departments and the role holder will work flexibly in multiple project teams that are composed of a Client Director, Client Relationship Manager, an Academic Programme Director and contributing faculty.

**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 & completion of a programme.

• Chair team discussions around activities, milestones, due dates, tasks due and dependencies, ensuring adequate planning, control and delivery of outputs.

• Manage internal and external stakeholders with confidence and diplomacy.

• Escalate any slippage as appropriate.

**Customer service and client relationship management**

• Manage all aspects of service for our custom programme clients to a very high standard and to provide first-class customer service for our clients and programme participants at all phases of a project.

• Manage existing client and participant relationships and assist Bid Managers and Client Relationship Managers in the creation of new ones with prospective clients.

• Assist in the development of programme proposals and learning solutions and meet with new and returning clients to support the discussion of training and development requirements.

• In co-operation with Client Relationship Management colleagues, confirm terms and conditions with contributing faculty and external speakers, ensuring teaching materials are received and, when necessary, translated in a timely manner.

• Identify suitable service providers, including programme venues, hotels and Colleges to ensure participants' and clients' needs are met.
Programme event management

- Co-ordinate the administrative arrangements for a portfolio of programmes, which may include booking and securing accommodation, travel, catering, computing, entertainment, dinners, etc in order to ensure that the practical logistical requirements of the event are met.
- Produce, or oversee the production of course documentation such as briefing packs, presentations and any other materials, including printing, compiling and binding.
- Run the programme during the week ensuring that the client is fully supported whilst in Cambridge, resolving any problems that may arise; co-ordinating with catering, facilities and faculty.
- Ensure that the highest quality of service is delivered to participants and clients, acting proactively, anticipating possible issues and solving them before they escalate.
- Collate, analyse and distribute feedback to faculty, and to the client for a custom programme.
- Liaise with faculty and the client, regarding feedback and monitor quality control mechanisms to ensure that the highest standard of delivery is achieved and maintained.
- Ensure all types of feedback are passed on to the senior management team who will ensure that any changes to processes or services that are necessary are implemented.

Internal liaison and communication

- Maintain and update information held by the company for suppliers and clients.
- Participate in and contribute to client, team and staff meetings and other ad hoc project groups as required.
- Provide regular reports on the status of each programme, based on project documentation.
- Work collaboratively with other members of the Programme Management team and staff in Executive Education, as well as the faculty of the Business School, to build our reputation as a pre-eminent provider of executive education programmes.

Financial management

- Using the Business Management System (BMS), manage budgets for assigned programmes based on costings provided by the Client Directors.
- Ensure all payments are made in accordance with the company's financial regulations, including payments to contributors.
- Complete final budgets and accounts for each programme with members of the Finance department.

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 audio-visual (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.
• 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. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

• Formal project management qualification (eg APM, Prince 2, Agile or other).
• Excellent professional project management and planning skills.
• Graduate level or equivalent qualification/experience.
• Excellent communication skills, with the ability to demonstrate accuracy and fluency in spoken and written communications.
• Experience of working in a service environment is highly desirable.
• Ability to demonstrate a highly developed level of professional customer service and a strong desire to exceed expectations.
• Willingness and enthusiasm to travel internationally if required.
• Ability to work with members of faculty, senior decision makers and company executives.
• Enthusiasm for working across cultures and for meeting people.
• Ability to learn 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 customer relationship management systems (CRMs) (Microsoft Dynamics).
• Evidence of a collaborative and flexible approach to team working.
• Excellent attention to detail in written communication.

Benefits

This is a full-time, permanent position working 40 hours per week. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £30,000 - £35,000 per annum plus annual bonus scheme.
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 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 Helen Machin, HR Manager, JBSEEL h.machin@jbs.cam.ac.uk by midnight on Monday 12 September 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.