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INTRODUCTION

Since its founding in the early 1990s, Cambridge Judge Business School (CJBS) has forged a world-class reputation as a centre of rigorous thinking and high-impact transformative business education, situated within one of the world’s most prestigious research universities, and in the heart of the Cambridge Cluster, the most successful technology entrepreneurship cluster in Europe. The School was recently rated #1 in the UK in Business and Management by Times Higher Education for its performance in the Research Excellence Framework, and has a world-class faculty of around 55 members, representing all continents, whose research interests span the globe and the full spectrum of business issues. Many are leaders in their field, directing cutting-edge research and consulting for businesses and governments globally. Cutting edge research is rooted in real-world challenges, and our undergraduate, graduate and executive programmes attract innovators, creative thinkers, thoughtful and collaborative problem-solvers, and current and future leaders, drawn from a huge diversity of backgrounds and countries. The School’s primary aim is to transform leaders who transform the world.

The School has begun a new, exciting era in its strategic development with the appointment of Dean Mauro F Guillén, from the Wharton School, in 2021. The School’s new 5-year Strategic Plan (2023-2028) seeks to grow the endowment based on areas of unique research strength, continuously enhance the learning experience of every student of the School, and increase the School’s global impact through its outreach, research, executive education and collaboration across the University of Cambridge.

In conjunction with this Strategic Plan, the Board of Judge Business School Executive Education Ltd (JBSEEL) has appointed a new Director, Dr Beth Ahlering, who joins the School from Duke Corporate Education following a career in People Consulting. Under Beth’s strategic direction, JBSEEL has established a new growth strategy to become a top-tier, world class, transformational Custom Executive Education provider, operating to the highest standard of educational excellence consistent with Cambridge’s global brand. JBSEEL’s Custom Strategy is to lead the market on topics to meet client needs, as well as design and technology, building relationships with high-value institutional clients, creating commercially sound and complementary high value partnerships, and delivering rewarding careers and development for its people.

The Custom team in FY22 has experienced five consecutive quarters of exponential growth and has expanded the scale and size of its Custom clients, innovated in digital learning, grown its capability for the future, and enhanced its operating model and partnerships. We are now looking to appoint a new, progressive, results-oriented Director of Custom who can lead this journey by acting as a transformation leader to support and inspire our Custom team as we rapidly grow 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.

“We seek to create the best learning experience for our students and executive education clients, firmly anchored in the tradition of academic excellence of the University of Cambridge, and in support of sustainable, diverse, inclusive, and equitable business practices”. Professor Mauro F Guillén
ABOUT CAMBRIDGE JUDGE BUSINESS SCHOOL

The Cambridge Judge Business School is a remarkable place – a community of scholars, practitioners, leaders, entrepreneurs and change agents – bringing to life a top 20 global business school within one of the world’s best universities. In less than 30 years, the Cambridge Judge Business School has forged a reputation as a centre of rigorous thinking and high-impact transformative education, situated within one of the world’s most prestigious research universities, and in the heart of the Cambridge Cluster, the most successful technology entrepreneurship cluster in Europe.

Cambridge Judge pursues innovation through interdisciplinary insight, entrepreneurial spirit and collaboration. Cutting edge research is rooted in real-world challenges and students and clients are encouraged to ask excellent questions to create real-world change. Undergraduate, graduate and executive programmes attract innovators, creative thinkers, thoughtful and collaborative problem-solvers, and current and future leaders, drawn from a huge diversity of backgrounds and countries.

Cambridge Judge Business School leverages the power of academia for real world impact.

The Business School is in the business of the transformation of individuals, of organisations and society. What does that mean in practice? It means we work with every student and organisation at a deep level, identifying important problems and questions, challenging and coaching people to find answers, and creating new knowledge.
At the Heart of Cambridge

Cambridge Judge Business School is a Department in the School of Technology at the world-class University of Cambridge. As well as being part of a globally-renowned research university, CJBS benefits from being at the heart of the Silicon Fen ecosystem and a rich local business community. 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’.

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.
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.
OUR CAMPUS AND FACILITIES

The Addenbrooke’s building

The building housing the School is a refurbishment and extension of the old Addenbrooke’s Hospital, first established on this site in 1766. In 1991, generous benefactions from Sir Paul and Lady Judge, together with the Monument Trust, provided the funds for the construction of a building for the newly formed School. The architect John Outram was appointed to the project which was completed in August 1995, and officially opened by Her Majesty Queen Elizabeth II.

Outram converted the listed ward blocks and arcades and rebuilt the central block of the Old Addenbrooke’s Cambridge City Hospital into what is now the Information Centre, Common Room, seminar rooms, teaching rooms, balconies, break-out boxes, meeting rooms, the main hall of the new School, and space for expansion. He added three new sections:

- The Ark, containing rooms for faculty, research graduates, and administrative staff.
- The Castle, containing two key lecture theatres and MBA teaching spaces and room.
- The Gallery, an 80 feet (24.5m) high space containing seminar rooms, multi-level circulation routes, the social stair, and part of the hall.

With floating staircases and the balconies in the Gallery, arranged rather like opera boxes, Outram’s vision of a space for interaction and collaboration can be seen at its best. The impetus for incorporating large break-out areas originally came from Sir Paul Judge, who wanted the interior of the School to stimulate a networking environment.

The balconies provide room for collaboration and encourage both students and faculty to bring workgroups and seminars out into the open, and to share ideas and concepts.

The Simon Sainsbury Centre

Situated just behind the iconic Addenbrooke’s building, the Simon Sainsbury Centre at Cambridge Judge Business School, opened in 2018, is a four-storey, 5,000-square-metre structure that greatly expands lecture, breakout rooms, meeting and dining facilities while uniting the Business School’s activities under one roof.

The new extension complements the existing Outram-designed building, becoming an essential part of the Business School, which now comprises three buildings: The Simon Sainsbury Centre, the iconic Addenbrooke’s Building and Keynes House.

The creation of the Simon Sainsbury Centre provides an unparalleled opportunity to re-engage with our global community of alumni and external colleagues, who have been vibrant and active contributors in its creation. This will ensure the continuing growth and development of our leading Business School.
THE ROLE

JOB TITLE: DIRECTOR OF CUSTOM PROGRAMMES
REPORTS TO: DIRECTOR OF EXECUTIVE EDUCATION

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. This is a wonderful change leadership opportunity to take a leading role in ushering in our next generation of Custom institutional clients and influencing our future product suite, while leading and stewarding a welcoming, conscientious, and ambitious Custom team.

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

The Role

We are seeking to appoint a Director of Custom Programmes. The Director will be a member of the senior Leadership Team and will have primary responsibility for the 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.

The role holder will lead, support and coach sales and operations teams in the selling, 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.
Main Responsibilities

Strategy execution

- Responsible for executing the strategy for our custom executive education business, with a primary focus on achieving double-digit growth year on year by building the scale and value of our custom portfolio of programmes and robust institutional relationships across all delivery models; in-presence, live online, and asynchronous.

- Bring and leverage professional relationships with the Human Resources Director (HRD), learning and development (L&D) and other C-Suite buyers to build a FTSE 100 institutional client partnerships with Cambridge Executive Education.

- Qualify opportunities to align the portfolio and outbound activity to the CJBS Research Clusters, targeting growing industry sector and geographic location and develop new business and products by identifying and approaching potential clients.

- Manage a structured outbound business development process and sales team which generates and converts significant outbound opportunities in the £10-£15m range. Achieving sales targets quarterly and annually.

- 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. For the most strategic and high-value prospects, undertake outbound emails, calls, 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.

- Responsible for leading the assessment of those opportunities and products and for leading the development of excellent, market-leading, customised proposals from the University of Cambridge. Driving increase in win rate through excellence in all aspects of the business development process, including leveraging significant institutional relationships across the University.

- Lead significant commercial contract negotiations with legal support, and understanding client motivators and the implications and commercial decisions of intellectual property (IP), data protection, exclusivity, licensing, and digital asset contracting.

- Lead input to the Custom Marketing Strategy, Custom Digital Strategy and Custom Design Strategy, working closely with local experts to design and leading-edge product, offering and marketing approach.

Business, team, and change leadership

- Work with colleagues across our Leadership Team in the Open and Digital Business units to ensure a consistent, comprehensive and quality driven approach to Executive Education services. Foster cross selling and corporate relationship development. Drive continuous improvement of operating model.

- Exercise exceptional people management, coaching and development to continuously upskill, support and encourage our Custom team. 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 establish people management structure to monitor progress towards achievement, providing direction, feedback on performance and annual appraisals.
Drive the continuous improvement of market-leading and client-centric standards of business development, learning design, client account management and project management across the team on all client engagements.

Manage the largest, most strategic client relationships, including scoping and winning new partnership deals, ensuring robust delivery of complex and scaled project briefs, running regular relationship review processes and coaching team in all aspects of scaled client project delivery.

Financial responsibility for the performance of Custom business and programmes including meeting sales and delivery targets, developing budgets and business plans, monitoring progress and reviewing forecasts.

Responsibility for the successful delivery of the Custom portfolio of programmes, overseeing quality and delivery 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.

Work with colleagues in Executive Education and CJBS to ensure our work is of the highest quality and that external benchmarking process (rankings and other quality assurance processes) are understood and proactively managed by the team.

Work with our Head of Digital to drive digitalisation, and manage and roll out our Digital Strategy, comprising building and implementing digital platform hosting, content creation, delivery and production in response to market demand. Supporting upskilling across the Custom team in digital learning.

Lead further integration and co-operation of Executive Education across Cambridge.

Manage the strategic risks and future proof the business model within a changing Executive Education market.

Faculty liaison and programme development

Responsible, together with the Director of Executive Education, for ensuring that the role of the Faculty and Academic Programme Directors 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.

Work closely with CJBS and University Faculty to lead and apply excellent standards, creative ideas and robust pedagogy to learning programmes.

Work closely with CJBS and University Faculty to develop our expertise in the creation of excellent executive education programmes for pro-active and repeat sales.

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.

Work with faculty to develop skills for the Executive Education market and modalities.

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 CV and a covering letter demonstrating how your own experience meets these requirements:

Requirements

- Master’s degree, PhD, or equivalent highly desirable. Executive education, professional services, learning and development, digital learning background is essential.
- Extensive experience in senior management and leadership roles in global Executive Education or Professional Services Learning Solutions or L&D market is essential, preferably across digital, virtual and face to face (F2F) modalities, together with a sophisticated understanding of strategic client relationship management. Evidence of personally originating, winning and delivering business at the highest level, including multi-million pound contracts for complex, demanding, world-leading multinationals and organisations. Significant experience leading a scaled client-facing business end-to-end, including P&L leadership, driving business results, revenue planning, delivering results collaboratively across functions, people and change leadership, innovation leadership and risk leadership.
- Evidence of managing large teams to deliver ambitious growth targets, including leadership of the business, team and individual aspects of this. Evidence of significant, hands-on change leadership and team coaching and development to achieve growth. Evidence of driving successful P&L enhancement and efficiency programmes, and driving performance in rankings and revenue at every level: organisational, team and individual.
- Evidence of significant change leadership experience, including leading the portfolio, people and process aspects of change with skill, care, resilience, positivity and tenacity. Evidence of being a natural problem-solver and solution-finder with the ability to build team psychological safety and rapport to achieve growth and change.
- Evidence of ability to operate at scale to deliver multiple multi-million pound contracts in parallel, and being able to develop the team following, capability and trust to scale rapidly and successfully.
- Evidence of effective team leadership and teamworking across boundaries and cultures, working with colleagues to enable the successful development and implementation of strategic plans.
- 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. Evidence of significant relationship-based sales and extensions.
- 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 eight 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. We operate a hybrid working environment, with three days per week in the office to collaborate, and two days working flexibly from home.

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, a commitment to health and well-being, 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. Full details can be found on the HR website: www.hr.admin.cam.ac.uk/pay-benefits.

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, Helen Machin, HR Manager who is responsible for recruitment to this position by email on h.machin@jbs.cam.ac.uk.

Alternatively, applicants can contact the CJBS HR team via hr@jbs.cam.ac.uk.
HOW TO APPLY

Cambridge Judge Business School has engaged the services of Odgers Berndtson to whom applications should be sent by the closing date of Friday 25th November 2022.

In order to apply, please submit a comprehensive curriculum vitae along with a covering letter setting out your interest in the role and details of how you match the required criteria. Please include in a separate document your current salary details and the names and addresses of three referees. Referees will not be approached until the final stages and not without prior permission from candidates.

The preferred method of application is online at www.odgers.com/87258. If you are unable to apply online, please email your application to 87258@odgers.com.

All applications will receive an automated response.

All candidates are also requested to complete an online Equal Opportunities Monitoring Form which will be found at the end of the application process. This will assist the School in monitoring selection decisions to assess whether equality of opportunity is being achieved. Any information collated from the Equal Opportunities Monitoring forms will not be used as part of the selection process and will be treated as strictly confidential.

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your Sensitive Personal Data will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone’s information or details (e.g. referees) who have not previously agreed to their inclusion.

Queries

For a confidential conversation about this opportunity, please contact:

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