JOB TITLE: STRATEGIC CHANGE LEAD

REPORTS TO: DIRECTOR, 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 in an exciting new era of growth at Executive Education, ushered in by our new CJBS Dean, Professor Mauro F Guillén who joined from the Wharton School in 2021 and Director of Executive Education, Dr Beth Ahlering, who joined us from Duke Corporate Education in 2022.

The Business School’s five-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 at Cambridge Judge, and increase the Business School’s global impact through its outreach, research, executive education and collaboration across the University of Cambridge.

In conjunction with this plan, Dr Beth Ahlering has established an ambitious new growth strategy for Executive Education, setting us on course 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. 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

To support us in this exciting new direction and commitment to growth, we are seeking to appoint an innovative and inspiring Strategic Change Lead. The successful candidate will drive forward our growth mandate and create a culture of continuous improvement across the business. Acting as a member of the Leadership Team, and closely supporting the Director, the postholder will play a key role in shaping
our future through the execution and implementation of high-level strategy and strategic transformation work.

The successful candidate will use excellent stakeholder, business insight and data analysis skills, and project scoping and management skills, to develop and manage our Executive Education Strategy 2028 strategic project portfolio. While they provide overall portfolio management for the Executive Education 2028 Strategic Change Project Portfolio, they will provide project planning, project leadership coaching and project management information reporting services to the Director and Leadership Team. In addition, the candidate will take on the leadership of specific projects which require cross-functional collaboration, including but not limited to these below for 2023:

- Develop a targeted and precision approach to enhancing our standing in the Financial Times Rankings. The candidate will assess our market position and competition in the executive education landscape, driving design refresh and other projects and working collaboratively across the business to drive Executive Education towards its goal of becoming a top-tier provider of executive education.

- Develop and lead our Partnerships for 2028 Strategy to develop our next generation of market-leading partners to collaborate with us on the delivery of new tech-enabled learning environments, new global high-performing digital provision, new strategic commercial deals to deliver progressive new scaled curricula and new suppliers to bring innovation to programme design. The candidate will co-ordinate, for example, re-procurement exercises and panels to establish partnerships which align with our values and ambitions for the future.

- Drive our strategic execution disciplines for all strategic projects in our transformation portfolio, including enhancing our value proposition for clients and faculty, transforming our client and participant portfolios and target markets, evolving our people strategy in ambitious and exciting ways, and continuously improving our operations to support our business growth strategy.

- Drive people and culture change, through defining and embedding new ways of working, new market-driven skill sets, and new cultural values of agility, advisory orientation, digitalisation and scaled delivery to meet our market where it is now.

The post holder will be accountable for driving strategic initiatives, identifying, and engaging vendors and partners, and collaborating with other colleagues to boost efficiency and better ways of working. They will champion our ethos of continuous improvement, work with faculty to facilitate the delivery of world class programmes and use a keen understanding of what our clients need to make systems work and empower people to work at the very best of their ability. The coming together of knowledge and expertise of partners as one workforce under this empathic, skilled change professional will create robust improvements that put our people at the centre of more sustainable processes and systems.

The successful candidate will care about the people they work with, building and celebrating team success with enthusiasm and energy. With a thoughtful approach, they will be comfortable challenging the status quo, overcoming resistance, working as part of a high performing Leadership Team, and bringing project and strategy execution discipline and capability to our team. Their insight and direction will lead and facilitate change through a range of forums, including workshops, leadership events, staff meetings, away days and engagement forums or by informing the activity of the Leadership Team and line managers.
**Main responsibilities**

**Change management**
- Translate the vision and strategy of Executive Education into proposals, projects, plans and objectives for change, aligning strategic and operational needs.
- Courage and determination to challenge current practices. Ability to lead and influence without authority across functions with strong logic/analytical, support, coaching and emotional intelligence capabilities.
- Support and engage all stakeholders through the change management journey with empathy and energy, ensuring that all parties understand the rationale and need for change.
- Drive business value and business outcomes through measurable change management and business transformation interventions.
- Monitor the effectiveness of change management initiatives and make recommendations for improvement.
- Effectively influence at different organisational levels across a range of initiatives, executing expertise in transformational change and change management methods and their application, with emphasis on driving measurable business results.
- Apply change management process and tools to create a strategy to support adoption of the changes required by those involved.

**Rankings and accreditation**
- Develop and manage the rankings and accreditation collection and analysis for Executive Education.
- Evaluate the criteria on which all executive education providers are assessed and develop a strategy for improvement.
- Lead on strategy to strengthen and improve the rankings and accreditation collection and analysis for Executive Education.
- Provide expert advice on international rankings and accreditation bodies’ requirements and provide business intelligence analysis to the Executive Education Leadership Team to enable the most effective use of data to drive business decision making, change and strategic planning.
- Manage the delivery of reliable and timely qualitative and quantitative data and trend analysis.
- Provide actionable insight of ranking/accreditation requirements and trends to facilitate long-term/strategic business decisions and improve positioning in rankings.
- Build relationships and develop a strong network with peers in other institutions to continuously evaluate, benchmark and build knowledge and best practices.
- Assist with the design and collation of other data and business intelligence analysis for Executive Education, such as EQUIS.

**Stakeholder, vendor, and supplier engagement**
- Identify, assess and manage the tender process for potential suppliers and partners. Development of business cases to recommend the engagement of third parties to support on emerging technologies such as virtual reality (VR), artificial intelligence (AI) and Metaverse.
• In collaboration with the Senior Legal Advisor, overseeing the contracting and implementation of new partners and suppliers.
• Supporting internal teams to ensure the successful onboarding and integration of new partners. Retaining oversight to ensure that suppliers are fit for purpose, adhering to terms, and meeting project deliverables.
• Strong relationship and stakeholder management skills - experience in working as trusted advisor at senior business leader level on critical, complex challenges.
• Assessing and classifying the business change to determine the right change strategy and approach.
• Using formal project management tools to define strategic outcomes and deliverables, reporting to Leadership Team and Board as necessary.

Information technology

• Work collaboratively with colleagues to manage and stay on top of latest developments, trends and advancements in learning technologies and our evolving landscape.
• 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:
• Graduate level or equivalent qualification/experience.
• Formal project management qualification (eg APM, Prince 2, Agile or other) with excellent professional project management and planning skills.
• 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 high-level projects in parallel and to deadline.
• Evidence of effective and inspirational team leadership and teamwork 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 communication skills, with the ability to demonstrate attention to detail, accuracy and fluency in spoken and written communications.
• Willingness and enthusiasm to travel internationally if required.
• Ability to work with members of faculty, senior decision makers and company executives.
• Ability to manage costs and develop large scale 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.
• 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.

Benefits

This is a full-time, permanent position working 40 hours per week. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. Salary is competitive and the postholder will be entitled to participate in the annual bonus scheme.

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 Sunday 18 December 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.