JOB TITLE: PROGRAMME MANAGER (OPEN PROGRAMMES)

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 currently in an exciting new era of growth and development at Executive Education, ushered in by our 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 webpages: www.jbs.cam.ac.uk/execed.

The role

The role holder will be based in the Open Programme team that manages the delivery of open enrolment executive education programmes. However, there is a requirement for all our Programme Managers to work across both the Open and Custom functions on occasion.

The role holder is responsible for the detailed end-to-end project management and on-site, online, or live online delivery of a range of programmes for senior executives from local, national, and global organisations. These programmes range from highly interactive short courses through to longer, more complex programmes and occasionally 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:

- The project team for each programme usually consisting of a member of faculty as the academic lead, a business development lead and a learning designer as a minimum.
• Programme participants before, during and after events.
• Key contacts in client organisations.
• 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 Business Development Lead, an Academic Programme Director and contributing faculty as well as a Learning Designer.

**Main responsibilities**

**Project management**

• Manage a portfolio of face-to-face, online and live online open enrolment programmes open 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 open enrolment 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 and hold project team members accountable for their agreed deliverables by given deadlines.
• 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.

**Programme management (face-to-face events, live online, and fully digital)**

• Co-ordinate the administrative arrangements for a portfolio of programmes, which may include booking and securing accommodation, travel, catering, audio-visual (AV), entertainment, dinners, setup and maintenance of a virtual learning environment (VLE) etc in order to ensure that the practical logistical requirements of the programme are met.
• Prepare and support any programme activities in the live online environment from a technical perspective.
• Produce, or oversee the production of programme documentation such as briefing packs, presentations and any other materials and distribute either electronically or physically.
• Organise and manage all programme-related activities in Cambridge/on location, through Zoom for live online programmes and in a virtual learning environment for online programmes.
• Communicate with programme participants throughout their learning journey before, during and after their programme to ensure they feel well-informed and supported at any stage.
• Be present throughout the programme, ensuring clients and participants are fully supported, resolving any problems that may arise; co-ordinating with catering, facilities, AV/IT teams 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 the Academic Programme Director and the Director of Open Programmes and chair debrief meeting for each programme for continuous improvement of our portfolio.
• Liaise with faculty and the Director of Open Programmes 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.

Customer service and client relationship management

• Manage all aspects of service for our 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 delegate relationships and assist business development colleagues in the creation of new ones with prospective clients.
• 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 new programmes and learning solutions and meet with faculty and other stakeholders to support the discussion of around new programme development.
• In co-operation with Business Development 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.

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.
• Ensure full visibility of project progress at all times through accurate task tracking and record keeping.
• 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

- Manage budgets for assigned programmes.
- 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 information services, including virtual learning environments when appropriate, as part of a course or programme and ensure that realistic deliverables and timelines are established, monitored, and met.
- Set-up, prepare and manage live online programme sessions via Zoom.
- Manage audio-visual setup in in-house studios to support faculty for live online deliveries.
- Ensure that all records in the business management system (BMS) and workflow management system are accurate and kept up to date.
- Use such 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. **Please note - we encourage you to apply for this role even if you do not match every attribute listed on the job description.**

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.
- Ability to effectively lead a project team with the confidence to hold project team members accountable for their assigned deliverables.
- Experience of working in a client facing environment is highly desirable.
- Graduate level or equivalent qualification/experience.
- Excellent communication skills, with the ability to demonstrate accuracy and fluency in spoken and written communications.
- Ability to demonstrate a highly developed level of professional customer service and a strong desire to exceed expectations.
- A sympathetic understanding that some programme schedules will be outside normal working hours, including weekends, and that the flow of work may not follow a regular working week.
- 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.
• Excellent IT skills, particularly in Microsoft Office programmes (Outlook, Word, Excel and PowerPoint) as well as project management software (Monday.com) and customer relationship management systems (Microsoft Dynamics) as well as Zoom from a facilitator perspective.
• Evidence of a collaborative and flexible approach to team working.
• Excellent attention to detail in written communication, data entry documentation processes.

Benefits

This is a full-time position working 40 hours per week. The successful applicant must be willing to work such additional hours as are necessary for the proper performance of their duties, including evenings and weekends. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus 8 days of public holidays.

The salary will be in the range £32,000–£37,000 per annum. The full salary range for the position is advertised in order to demonstrate the progression for the band. In the majority of cases appointments will be made at the bottom of band; 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 a generous workplace pension and a tax-efficient bicycle scheme.

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 your interest in the position and how your experience would help you to fulfil the role, to Elle McGregor, HR Administrator: e.mcgregor@jbs.cam.ac.uk.

The closing date for applications is midnight on Tuesday 11 July 2023.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is 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.

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, Elle McGregor, HR Administrator, who is responsible for recruitment to this position, by email at e.mcgregor@jbs.cam.ac.uk. Alternatively, applicants can contact the CJBS HR Team at hr@jbs.cam.ac.uk.