

**JOB TITLE:           PROGRAMME MANAGER (OPEN OR CUSTOM PROGRAMMES)**

**REPORTS TO:       SENIOR PROGRAMME MANAGER**

#### Background

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Executive Education is a major activity at 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](http://www.jbs.cam.ac.uk/execed).

#### The role

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The role holder will have a focus on supporting either the delivery of open enrolment or custom 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 of programmes designed for senior executives from local, national, and global organisations and 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 can include:



- The project team for each programme usually consisting of a member of faculty as the academic lead, a business development lead and often a learning designer or members of our digital learning team.
- Programme participants in the preparation, delivery and follow-up of any programme
- 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 at the same time.

### **Main responsibilities**

#### **Project management**

- Manage a portfolio of programmes or a set of clients 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 or custom business.
- Manage our online, live online and face-to-face learning programmes to deliver to agreed timescales, budgets and at high quality.
- Lead project team through phases of planning & design, delivery, and monitoring & 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.

#### **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 Business Development or Client Relationship Management colleagues in the creation of new ones with prospective clients.

- Assist in the development of programme proposals and learning solutions and meet with faculty, new and returning clients and other stakeholders to support the discussion around new programme development or training and development requirements.
- In co-operation with Business Development or 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 filming or digital development companies, programme venues, hotels and Colleges to ensure participants' and clients' needs are met.

#### Programme event 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 course documentation such as briefing packs, presentations and any other materials, including printing, compiling and binding and distribute either electronically or physically.
- Communicate with programme participants or client throughout their learning journey before, during and after their programme to ensure they feel well-informed and supported at any stage.
- 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.
- 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 on live online and face-to-face programmes, which may start early and finish late.
- 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 faculty and other stakeholders including the client, and chair debrief meeting for each programme for continuous improvement of our portfolio.
- With support from all project team members monitor quality control mechanisms to ensure that the highest standard of delivery is achieved and maintained.

#### 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 up-to-date 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.
- 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.
- Set-up, prepare and manage live online programme sessions via Zoom.
- 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

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The ideal candidate should have the following qualities, skills and attributes. ***However, we strongly encourage applications even if you do not match all of the below criteria.***

You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

- 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.
- Formal project management qualification (eg APM, Prince 2, Agile or other).
- Experience of working in a service/client-facing environment is highly desirable.
- Ability to demonstrate a highly developed level of professional customer service and a strong desire to exceed expectations.
- Ability to negotiate the best possible solutions for clients and the company.
- Excellent communication skills, with the ability to demonstrate accuracy and fluency in spoken and written communications.
- Excellent attention to detail in written communication and data entry documentation processes.
- Ability to work with members of faculty, senior decision makers and company executives.
- Enthusiasm for working across cultures and for meeting people.
- Ability to manage costs and develop budgets.

- 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), and Zoom from a facilitator perspective.
- Evidence of a collaborative and flexible approach to team working.
- Willingness and enthusiasm to travel internationally if required.
- 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.

It is important to note that this is a hybrid role, and the successful applicant will be required to attend our offices in Cambridge a **minimum** of 3 days per week.

### Benefits

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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 £32,000 - £37,000 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 2 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](http://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](http://www.jobs.cam.ac.uk).

### Application arrangements

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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](mailto:e.mcgregor@jbs.cam.ac.uk).

**We are currently accepting applications on an ongoing basis but reserve the right to close this vacancy once we have found a suitable candidate. Therefore, if you are interested, please do not delay in applying.**

Applicants are required to provide details of 2 referees. These will not be contacted unless the applicant is shortlisted.

#### Equality of opportunity at the University

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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

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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 who is responsible for recruitment to this position, by email at [e.mcgregor@jbs.cam.ac.uk](mailto:e.mcgregor@jbs.cam.ac.uk). Alternatively, applicants can contact the CJBS HR team via [hr@jbs.cam.ac.uk](mailto:hr@jbs.cam.ac.uk).