JOB TITLE: LEARNING DESIGNER

REPORTS TO: HEAD OF CUSTOM PROGRAMMES

Background

JBS Executive Education Ltd. (JBSEEL) is a wholly owned subsidiary of the University of Cambridge designing world-class programmes that deliver real world impact. Our academics bring fresh, research-based insight into our programmes, which is amplified by emphasis on high levels of faculty interaction. This maximises the exchange of ideas between academics and participants, creating a truly collaborative learning environment. Our goal is to deliver transformative learning experiences that allow executives to make a real difference on returning to their organisations.

We have 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 clients and learners emphasises key contributions from faculty drawn not just from Cambridge Judge Business School’s (CJBS) 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 Business 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.

The role

Executive Education has an ambitious growth agenda and seeks an experienced and creative Learning Designer to support the team implement the innovative and differentiated learning design strategy for our programmes during the next stage of our growth. The most successful Executive Education programmes are designed as a result of a creative process, which has its foundations in learners and clients’ needs and the academic and analytic strengths of our faculty. We strive to build solutions which support the application of learning to the workplace – at whatever level and wherever we work. Acknowledging that creativity in design requires innovative thinking and often unconventional approaches, our aim is to recruit a programme design specialist with a track record in this field.

With focus on our programme offering, which includes online, live online, face-to-face learning and blended solutions, the post holder will work closely as part of cross-functional teams, which includes our clients, faculty, business development teams and other digital learning design and media specialist colleagues to explore creative ways to introduce new learning solutions which combine the academic and research strengths of the University of Cambridge with practical and grounded delivery models. This will include curating and implementing world-class, innovative learning solutions which combine premium Cambridge content and research with innovative methods (eg, simulations, apps, business games, immersions, role plays), and the latest educational technologies (eg, digital learning, virtual
classrooms, virtual reality (VR)/augmented reality (AR), artificial intelligence (AI) driven personalisation, digital learning platforms) across face-to-face, live virtual, blended and digital modalities.

We foster a collaborative culture within the department, and we encourage team working and peer support on all our projects. This role intersects with other departments and the post holder will work flexibly in multiple project teams.

Main responsibilities

Implementation of Executive Education design strategy

- Support the Lead Learning Designer in promoting and implementing the differentiated Executive Education learning design strategy, including sourcing and curating new learning solutions, innovations, partners and methods and successfully integrating them with faculty premium content delivery.
- Working in partnership with the Executive Education Digital team and also CJBS Digital Learning (DL) team and Information Technology (IT)/audio-visual (AV) media specialists to continually develop digital learning solutions for Executive Education and CJBS.
- Inform strategy with latest pedagogical insights from the future of learning, neuroscience of learning, future of work and educational innovation/best practice globally.
- Lead on learning quality, innovation and currency, reporting regularly on evaluations of the quality of learning design and delivery, and new learning technology applications.
- Driving understanding and skill across the Executive Education team in applying new educational technologies to enhance and differentiate experiential learning design across the portfolio.
- As a member of the team, you will play a crucial role in promoting design thinking and innovation in the creation of Open programmes. Your responsibilities will include developing a highly compelling and market-leading programme design narrative and incorporating innovative learning methods, technologies, and experiences to effectively meet the requirements of the programme.

Custom programme design in proposals

- Contribute to design thinking and innovation in bid strategies through building a compelling, market-leading programme design narrative.
- At the proposal stage for custom programmes, work with the Custom Business Development team and faculty APDs to create an overarching storyboard and integrating appropriate innovative learning methods, technologies, and experiences to meet the programme needs.
- Provide a consultative approach for both existing and prospective clients, and APDs, establishing yourself as the trusted advisor on programme design and suitable pedagogical modalities.
- Assist the Custom Business Development team in the creation of pedagogically robust and compelling responses, to Request for Proposal or capability statements, often within short response times.
- Join client meetings when required to present innovative learning solutions in collaboration with APDs and other Business Development Team members.
- Ensure that there is a coherent and clear theme for a programme proposal, based on the University of Cambridge’s values and mission and on our faculty expertise and knowledge.
• Encourage and champion the use of creativity in design sprint sessions and delivery, including chairing and facilitating creative design sprints, incorporating faculty from the wider University as well as Cambridge Judge and our network of academics and practitioners.

Programme design in delivery

• Execute, drive and report on a framework of evaluation across the team which exceeds University of Cambridge quality assurance (QA) processes, informs faculty development programmes and enables continuous improvement.
• Assist in the design of contracted needs analysis for clients, helping to conduct interviews and analyse results if required.
• Acting on those results, work with APDs to create programmes and sessions designed to meet those needs. Support APDs to curate and implement innovative methods and educational technologies into their designs.
• Provide APDs with support in briefing faculty on the purpose and context of their teaching on the programme.
• Ensure that the Custom and Open Business Development teams and APDs are encouraged to refresh and renew continuing or repeat programmes, to maintain relevance and reflect latest thinking and research.

Curriculum enrichment

• Advise and enhance current design tools and curricula through innovative methods (eg simulations, apps, business games, immersions), and the latest educational technologies (eg digital learning, virtual classrooms, VR/AR, AI-driven personalisation, digital learning platforms) across face-to-face, live virtual, blended and digital modalities.
• Work with faculty to create a library of case studies and materials that are not currently available which can be used on our programmes, reflecting sectorial and geographic contexts.
• Work with CJB5 Digital Learning, IT and AV colleagues to explore new technologies that can be introduced to enhance pedagogical design.
• Design simulation exercises and classroom-based exercises that reinforce learning and explore transfer of learning to the workplace. Engage with programme colleagues within CJB5 to share learning of pedagogical solutions that can be used both in custom executive education programmes and accredited programmes in the Business School. Seek out potential contributors and experts from within the University of Cambridge who could work with us to increase our creativity and our relevance for clients.

Financial management & information technology

• Assist digital development teams in the production of engaging online materials which underpin and reinforce learning.
• Use the company’s customer relationship management (CRM) systems and designated IT systems in accordance with company and University policies.
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:

**Essential**

- Graduate level or equivalent qualification/experience.
- Extensive experience of designing learning solutions for complex problems and within complex client environments, preferably across face to face, blended, live virtual and digital modalities.
- Behaviourally oriented towards innovation, continuous improvement, creativity, and experimentation.
- Knowledge and understanding of learning theory and appropriate pedagogical approaches which facilitate understanding and the transfer of learning, and ability to advise and influence clients and teams accordingly.
- Excellent client-facing ability to communicate innovative learning design concepts and be able to tell a narrative across a programme.
- Excellent client and faculty-facing communication and presentation skills, with the ability to demonstrate accuracy and fluency in spoken and written communications.
- Extensive experience in training and facilitation including assessing.
- Extensive experience of assessing learning needs, curriculum design of, evaluation of events and assessment of learning outcomes.
- Experience in devising and implementing agreed metrics to assess return on investment.
- Experience in identifying and evaluating potential contributors to development programmes.
- Experience of designing and delivering tailor made or consultancy services in line with client needs.
- Experience of transferring classroom teaching materials to online delivery.
- Experience of working cross-departmentally within multiple project teams.
- Experience in facilitating and directing client scoping workshops and needs analysis.
- Financial awareness and the aptitude to learn to manage costs and develop budgets.
- Enjoys working as part of a team but confident when working independently and comfortable taking responsibility where required.
- A flexible approach to work to ensure that clients’ and stakeholders’ needs are met within the scope of the project and, in some instances, within short timelines.
- Networking, representation, highly communicative.
- Excellent knowledge of IT systems, including project management platforms and comfortable and very confident in working with CRM based databases.

**Desirable**

- CIPD or equivalent qualification in scoping and designing learning solutions.
- APM, Agile Project Management, or PRINCE2 accreditation.
- Experience working with Fortune 500 organisations.
• Understanding and experience of a Business School executive education, professional services learning solutions or EdTech environment.
• Deep experience of applying digital and virtual learning methods including simulations, apps, VR/AR, virtual classroom or other technologies in an executive education setting.

Benefits

This is a full-time 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 will be in the range of £40,000 - £50,000 per annum. The role holder will be eligible to participate in the company’s staff incentive plan (Annual Employee Bonus Scheme).

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 final salary pensions and tax-efficient bicycle and car lease schemes.

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

To submit an application for this role, please send your CV and cover letter explaining how your skills and experience would prepare you for this role to Elle McGregor, HR Advisor: e.mcgregor@jbs.cam.ac.uk

The closing date for applications is Friday 17 November 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 Advisor JBSEEL who is responsible for recruitment to this position, on e.mcgregor@jbs.cam.ac.uk. Alternatively, applicants can contact the CJBS HR Team via hr@jbs.cam.ac.uk.