JOB TITLE: DIGITAL PROJECT MANAGER

REPORTS TO: DIGITAL PORTFOLIO MANAGER

Background

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 era of growth and development. 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, developing 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 a key member of our growing Digital Team and this is an exciting opportunity for the ideal candidate to play an influential role in the development and growth of our portfolio.

The successful candidate will act as the day-to-day contact for our major Online Program Management (OPM) partner, co-ordinating and project managing the production and delivery activities for a growing portfolio of online education programmes. They will own portfolio data and processes, overseeing day-to-day activities with our partner and coordinating a range of projects.

The role holder will not be required to support the end delivery of these programmes to our participants, rather they will be responsible for the project management, production, and development phase of programmes through our major partner.

Our programmes are aimed at global executives at all levels and can vary in their components depending on the subject, often including guest speakers or simulations. It is essential, therefore, that we maintain a professional and creative approach to programme development ideas and the learning and development needs of participants.

This is a new position and business-critical role requiring excellent organisation, communication, and administrative skills. The successful candidate will have a keen eye for detail, demand consistently high
standards, and will be constantly seeking to improve processes and instigate new ways of working. They will be able to build and maintain excellent relationships with all our stakeholders including: CJBS and University faculty; partner administrators, designers, and film teams; other contributors to our programmes drawn from our international network of practitioners and subject specialists; as well as internal teams including Marketing and Finance.

We foster a collaborative culture within the department, and we encourage team working and peer support on all our projects. The post will require occasional adjustment of working hours and different patterns of work to accommodate provision of support for programmes.

**Main Responsibilities**

**Digital Portfolio Coordination and Associated Activities**

- Coordinate the day-to-day activities of the digital portfolio of online programmes providing administrative and operational support and clear communication to all stakeholders.
- Act as the main partner contact on all aspects of programme development and refreshes, overseeing schedules for stakeholders, planning the necessary activities and keeping accurate records.
- Arrange and attend all contributor filming both on and off-site.
- Manage digital assets. Act as the main contact for all digital asset enquiries from faculty and other JBSEEL staff.
- Arrange, attend and take notes at meetings with stakeholders including faculty, members from partners’ various teams and internal JBSEEL meetings.
- Monitor progress and track any changes or requests that may impact budgets or timelines.
- Identify any risks to the portfolio either financial, reputational or other to the Digital Portfolio Manager.
- Where programmes are translated, oversee the quality assurance (QA) process of translation with external translators.
- Spot check video and audio quality for QA purposes and ensure our standards are met against our quality checklist.
- Act as a central point of communications between internal teams and external providers, to ensure the effective dissemination of key information.
- Liaise with the Marketing team, managing their approval of materials and updates to our website.
- Facilitate faculty payments on Microsoft Dynamics and support those contributors invoicing with oversight for all programme payments.
- Keep the finance team up to date with and changes to programmes specifications for revenue forecasting purposes and faculty payments.
• Continually review and improve internal processes that support online programmes, including collection and circulation of programme feedback, ensuring the consistency of materials and programme assets, retrieval and dissemination of regular and automated data as agreed.
• Design and update templates and frameworks to ensure consistency in all aspects of programme delivery liaising between our programme management team and external providers.
• Take ownership of data being knowledgeable of cohort start and end dates, contributing faculty and high-level course outlines.

**Customer Service and Client Relationship Management**

• In collaboration with colleagues confirm terms and conditions with contributing faculty and external speakers.
• Uphold our SLA’s with partners identifying when gaps may appear.
• Work collaboratively with colleagues in the business as well as the faculty of the school to continue to build our reputation as a pre-eminent provider of online programmes.

**Digital Project Management**

In addition to managing the development of online programmes, you may be required to manage and deliver additional digital projects (staggered over a period) that would run in parallel. Projects would cover but not limited to:

• Work with film teams to improve video and audio quality for online aligned to CJBS standards.
• Provide an end-to-end fully comprehensive project management service for the successful delivery of online programmes using cloud based tools such as Monday.com.
• Lead on establishing and updating digital content standards guidelines with stakeholder input including accessibility requirements documenting and managing template creation for company wide use.
• Lead on creating a proposed new Dynamics workflow for digital content development for approval. Once agreed, manage implementation and testing.
• Play a major role in organisation of digital assets into a digital asset management system.

**Internal liaison and communication**

• Maintain and update information held by the company for suppliers, participants and clients.
• Participate in and contribute to client, team and staff meetings and other ad hoc project groups as required.
• Participate in internal training activities aimed at upskilling other teams.
• Provide regular reports on the status of each programme relating to enrolments, end of programme scores and participant satisfaction.
Financial Management

- Ensure all payments are made in accordance with the company’s financial regulations, including payments to contributors.

Information Technology

- Ensure that all records in Monday.com, Dynamics and SharePoint 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:

- Demonstrable experience of working on multiple projects with an agile approach.
- Natural communicator with the ability to demonstrate accuracy and fluency in spoken and written communications. The person should feel confident talking to stakeholders at all levels demonstrating an ability to work with academics, senior decision makers and company executives.
- Be prepared to take ownership of projects with an enthusiastic and solution orientated mindset.
- An eye for detail especially in planning, tracking, and managing projects demonstrating high standards always.
- Confident in handling and understanding portfolio data.
- Experience of working in a service environment is highly desirable. Ability to demonstrate a highly developed level of professional customer service and a strong desire to exceed expectations. A flexible approach to work, willing to “go the extra mile” whenever necessary to ensure that clients’ and stakeholders’ needs are met within the scope of the project.
- Knowledge or interest in technological solutions and able to share new ideas for consideration.
- Ability to work under pressure and to enjoy the challenges and rewards of tight deadlines.
- Demonstrable problem-solving skills.
- Excellent IT skills, particularly in MSOffice 365 programmes (Teams, Outlook, Word, Excel, and PowerPoint). The role requires extensive use and therefore proficiency for these programmes.
- Ability to work collaboratively and flexibly with colleagues as part of an engaged and friendly team.
- Graduate level education or equivalent is desirable.
Benefits

This is a full-time position working 40 hours per week. The salary will be in the range of £32,000 - £37,000 per annum. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays for full-time staff (the holiday year runs from 1 October to 30 September). After successful completion of the probationary period, the post holder will be eligible to participate in the Company’s staff incentive plan (Annual Employee Bonus Scheme).

Please be aware that this is a hybrid role. The successful candidate will be expected to work in our offices in Cambridge a minimum of 3 days per week.

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 and JBS Executive Education Ltd is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to a generous pension scheme as well as numerous discounts on shopping, health care, financial services, public transport, 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 a covering letter explaining their interest in the position and how their experience would help them to fulfil the role to Elle McGregor, HR Advisor: e.mcgregor@cam.ac.uk

The closing date for applications is midnight on Sunday 11th February.

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.