

JOB TITLE: PROGRAMME MANAGER (OPEN PROGRAMMES)

REPORTS TO: SENIOR PROGRAMME MANAGER

Background

JBS Executive Education Ltd (JBSEEL) is a limited company wholly owned by the University of Cambridge and based in Cambridge Judge Business School (CJBS).

Our commercial activities include a calendar of scheduled programmes and executive learning open to anyone at the requisite level in their career (Open Programmes), and a comprehensive suite of bespoke programmes designed to address the specific learning and strategic needs of organisational clients (Custom Programmes). Across our entire portfolio we offer an exciting mix of immersive and innovative face-to-face, live online, and digital learning experiences. Executive Education is also home to The Psychometrics Centre, a multidisciplinary research institution specialising in all forms of psychological assessment.

Our academically rigorous programmes are led and delivered by Cambridge Judge Business School's world-leading faculty at the University of Cambridge. Our content stems from their latest cutting-edge research, and we draw upon the strengths and resources of the wider University of Cambridge and the Cambridge ecosystem including senior industry practitioners and specialists who bring theory to life with lived examples and case studies. Our programmes make a lasting impact on our clients and deliver transformative learning experiences enabling them to make a real difference upon returning to their role, across all layers of their organisation.

Executive Education at Cambridge continues to innovate and grow across some of the Business School's most important and meaningful areas of research, including environmental, social and governance (ESG), strategy, leadership, and competitiveness, and alternative finance.

We are a growing team of approximately 80 members of staff. Each member of our diverse and competent workforce has a purpose, contributing to our organisational development, and supporting our clients, people, culture, and growth. Together, we **change leaders who change the world**.

We pride ourselves on our values, which are:

- We embody **world-leading excellence**
- We have and encourage a **growth mindset**
- We make others **great**, always
- We are positive and **solution-oriented**
- We are better **together**

To find out more, visit our Cambridge Judge Business School Executive Education webpages: www.jbs.cam.ac.uk/execed.

The role

As a Programme Manager, you will **change leaders who change the world by** bringing together all programme components and supporting our clients, team, and faculty to deliver a transformative learning experience to our participants.

The role holder will be based in the Open Programmes team that manages the delivery of open enrolment Executive Education programmes. The successful applicant will be responsible for the detailed end-to-end project management and on-site delivery or launch of a digital product of a range of programmes for senior executives from local, national, and global organisations.

Some programme schedules will be outside normal working hours, including weekends, and the flow of work may not follow a regular working week. Nevertheless, we understand the importance of flexibility in managing work-life balance; our structure includes flexible working hours to accommodate individual needs and preferences.

Main responsibilities

Programme management

- Own the project management of an assigned portfolio of learning programmes to deliver to agreed timescales, budgets, and at high quality following agreed quality indicators and initiatives.
- Ensure full visibility of project progress at all times through accurate planning, progress and completion tracking and record keeping for all aspects of a programme.
- Take full ownership of administrative arrangements for a portfolio of programmes, including but not limited to booking and securing accommodation, travel, catering, audio-visual (AV), entertainment, dinners, setup and maintenance of a virtual learning environment (VLE).
- In co-operation with Business Development colleagues and Learning Designers, confirm terms and conditions with contributing faculty and external speakers, ensuring teaching materials are received, reviewed and, when necessary, translated in a timely manner.
- During the programme, ensure clients and participants are fully supported in their learning experience with us. This includes commitment to the quality of all aspects of the programme including co-ordinating with faculty, external providers/contributors, catering, facilities, and AV/IT teams as required, working as a team to deliver the best possible learning experience to participants.
- Prepare and support any programme activities in the live online environment from a technical perspective using Zoom or Teams, in a studio setup or remotely.

Stakeholder management

- 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.
- Manage internal and external stakeholders with confidence and diplomacy.
- Manage all aspects of service for our clients to a very high standard and provide first-class customer service for our clients and programme participants.
- Identify suitable service providers, including programme venues, hotels and Colleges to ensure participants' and clients' needs are met.

Communication and information

- 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.
- Schedule and lead, in collaboration with learning designers and Academic Programme Directors, roundtables and rehearsals with the entire faculty team ahead of each programme delivery.
- Collate, analyse, and distribute feedback to the Academic Programme Director and the Director of Open Programmes, and chair debrief meetings for each programme for continuous improvement of our portfolio.
- Maintain and update business information held by the company for suppliers and clients. Ensure that all records in the business management system (BMS) and workflow management system are accurate and kept up to date, 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:

Education and qualifications:

- Graduate level or equivalent qualification/experience.
- Formal project management qualification (e.g. APM, Prince 2, Agile or other) or equivalent experience - desirable

Additional requirements:

- Willingness to, alongside other team members, take ownership of all aspects of quality of our programmes and ability to drive team towards continuous improvement.
- Customer-centric approach to working with an understanding of the requirements of event management.
- Be highly organised, demonstrating experience of managing multiple deadlines.

- Good knowledge and understanding of modern office and learning technology.
- An 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.

Benefits

This is a full-time permanent position. Working hours are 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. This is a hybrid role, with a current company-wide requirement of a **minimum** of two working days from our office in Cambridge. Please note that the nature of this particular role involves on-location programme delivery, therefore the successful candidate will be expected to attend the office more regularly than this should business demand require. Flexible working patterns and schedules are supported.

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. Though Executive Education are a separate entity within the University, we mirror their wide range of competitive benefits and services, as well as providing some additional extras. We give 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

If you embody **world-leading excellence**, have and encourage a **growth mindset**, make others **great** always, are positive and **solution-oriented**, believe we are better **together**, and would like to join our team to contribute to our mission of **changing leaders who change the world**, we would love to hear from you!

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 Advisor: e.mcgregor@jbs.cam.ac.uk.

The closing date for applications is midnight on Wednesday 22 May 2024. Please note that we reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested in applying, please submit your application as early as possible.

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, 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.