JOB TITLE: PROGRAMME MANAGER (PERMANENT WITH OPTION OF SECONDMENT)

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 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 transformative and enduring impact on our clients enabling them to make a real difference upon returning to their role.

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 over 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/exed.

The role

As a Programme Manager, based in the Custom Programmes team, 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.

You will be responsible for the detailed end-to-end project management of programmes designed for our global corporate partners. This includes planning, development, delivery, and follow-up of on-site, online, or live online delivery. There is a wide variation in the style, complexity, and duration of our programmes. They range from highly interactive short courses through to longer, more complex learning solutions for several hundred participants. For this reason it is essential that you have a flexible and professional approach to clients and their learning and development needs.

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

You will be expected to maintain excellent relationships with all our stakeholders. These include:

- Key contacts in client organisations.
- Programme participants before, during and after events.
- 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 you will work flexibly in multiple project teams that are composed of a Client Director, Client Relationship Manager, an Academic Programme Director and contributing faculty.

Main responsibilities

Project management

- Manage a set of clients and programmes 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 custom business.
- Manage our 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.
• 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 custom programme 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 participant relationships and assist Bid Managers and Client Relationship Managers in the creation of new ones with prospective clients.
• Assist in the development of programme proposals and learning solutions and meet with new and returning clients to support the discussion of training and development requirements.
• In co-operation with 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 programme venues, hotels and Colleges to ensure participants’ and clients’ needs are met.

Programme event management

• Co-ordinate the administrative arrangements for a portfolio of programmes, which may include booking and securing accommodation, travel, catering, computing, entertainment, dinners, etc in order to ensure that the practical logistical requirements of the event are met.
• Produce, or oversee the production of course documentation such as briefing packs, presentations and any other materials, including printing, compiling and binding.
• Run the programme during the week ensuring that the client is fully supported whilst in Cambridge, resolving any problems that may arise; co-ordinating with catering, facilities 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 faculty, and to the client for a custom programme.
• Liaise with faculty and the client, 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.

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 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 based on costings provided by the Client Directors.
• 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.
• 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

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, however, we will accept internal applicants who wish to pursue this opportunity on the basis of a 1-year secondment. Working hours are 40 hours per week. You must be willing to work such additional hours as are necessary for the proper performance of your 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. This role also involves on-location programme delivery and you will be expected to attend the office more regularly than this when programmes are running. 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.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, JBS Executive Education Ltd is a great place to work. Although we are a separate entity, we are wholly owned by the University of Cambridge and mirror their wide range of competitive benefits and services, along with 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!

To apply, please 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 Sunday 30 June 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.