

Cambridge Judge Business School Executive Education

Senior Programme Manager
Custom Programmes Team

Closing date: 9 May 2025

www.jbs.cam.ac.uk/executive-education

JUDGE BUSINESS SCHOOL



UNIVERSITY OF
CAMBRIDGE
Judge Business School

ExecutiveEducation

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Executive Education at Cambridge Judge Business School

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. In addition to this, as of March 2024 we are proud to be a certified BCorp, showcasing our commitment to meet high standards of social and environmental performance, transparency, and accountability. Through our products, practices, and profits, we aspire to do no harm and benefit all. These commitments are aimed towards not just our clients and participants but also our staff, our wider community and the planet. Furthermore, the Cambridge Judge Business School are proud recipients of the Athena Swan Bronze Award, to recognise its commitment to gender equality.

We are a growing team of approximately 90 members of full-time, part-time, permanent, temporary and contract staff, including 11 colleagues who make up our highly motivated and well-respected Custom Programmes team. We foster an inclusive and supportive environment where everyone can thrive, whatever their background, identity or working style.

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.**

Programme Manager Custom Programmes

As a Senior Programme Manager (SPM), 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.

Job Overview:

The role holder will be based in the Custom Programmes team, who focus on addressing the specific learning and strategic needs of our portfolio of external organisational corporate clients. The SPM will co-manage, alongside other existing SPM's and a team of Programme Managers (PMs), the planning, resourcing and delivery of our Custom programmes portfolio. This includes; driving change and role modelling the implementation of the highest quality standards of all aspects of our programmes including the use of project management methodologies across the team; project management of design and delivery of complex on-site, online, or live online client programmes; stewarding of high-level relationships with individual clients, faculty and other stakeholders; refinement of processes and project planning; and equitable programme/resource allocation; deputy line management of a team of PMs.

The successful candidate will be an inspiring and innovative manager skilled and experienced in a range of project management methodologies as well as on-site event management. Alongside managing a limited portfolio of programmes, the SPM will dedicate up to 50% of their time to leading and embedding change initiatives across the organisation. They will be ready to support our team through periods of change, role model new processes and techniques and take an active role in training and systems management.

Main responsibilities include:

- Change implementation
- Project and programme management
- Team leadership and deputy line management of the Custom PM team
- Information and communication management
- Stakeholder management
- Financial management
- Any other appropriate duties relevant to the role

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.

We welcome applications up until midnight on 9 May 2025.

Start date:
ASAP

Salary:
£41,000-£48,431

Contract:
Permanent

Working pattern:
Full-time

Location:
Hybrid:
Trumpington Street,
Cambridge | Remote

Department:
Custom Programmes

Reports to:
Maria Weber |
Head of Operations

Dotted line:
John White |
Client Director

Key Responsibilities

Change implementation

- Drive a culture of continuous improvement and AI-first thinking by encouraging innovation, coaching on new tools and technologies, and promoting the use of data to inform decision-making and strategy.
- Continually assess our ways of operating, actively scanning for opportunities for improvement through simplification or automation to drive efficiencies.
- Champion and embed new systems, processes, and ways of working across the team and wider organization, acting as a bridge between operational delivery and strategic transformation initiatives.
- Collaborate with function leads and stakeholders across the business to assess priorities, track adoption of change initiatives, and ensure alignment with strategic objectives.
- Ensure management data, dashboards, and reporting are continuously improved and utilised effectively to support visibility, accountability, and performance monitoring.
- Liaise with IT and transformation leads to relay business requirements, test systems, and ensure that solutions are fit-for-purpose and meet operational needs.
- Lead qualitative and quantitative data analysis to support audits, rankings submissions, and reporting to senior leadership, contributing to a data-driven and insight-led culture.
- Act as a change agent by reinforcing best practice, holding teams accountable for implementation, and escalating blockers to senior leadership as needed.

Project and programme 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.
- 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.
- Lead collaborative team meetings around activities, milestones, due dates, tasks due and dependencies, ensuring adequate planning, control and delivery of outputs.
- Independently coordinate and manage 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 programme events, ensure clients and participants are fully supported in their learning experience with us. This includes commitment to the quality of all aspects of the event 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 including out-of-hours event set-up and networking commitments.
- 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.

Key Responsibilities

Team leadership and deputy line management of the Custom PM team

- Support portfolio leads to implement robust project planning across the programme portfolio in collaboration with the wider team.
- Lead on the management of programme allocation and effective resource coordination alongside other SPMs.
- Support the Head of Operations and Client Directors in driving, coaching, and setting a strong standard of excellence around all project management disciplines to drive excellent client feedback on our preparation, planning, pace, and project management throughout the project lifecycle.
- Monitor the implementation of project management methodologies and processes across the team for continuous improvement.
- Chair regular team meetings and leading discussion on status, programme milestones, risk, and escalations across the portfolio.
- Support the Head of Operations in coaching and mentoring the team through a period of change and on an ongoing basis in line with their personal and professional development objectives.
- Input into preparing and conducting performance reviews performed by line managers eg annual appraisals, six monthly reviews, probation meetings etc.
- Identify and support recruitment and induction, including temporary staff members as required.
- Onboarding of new staff with training and support.

Information and communication management

- Support the Director of Custom Programmes and Head of Operations in regular collation of Management Information (MI) and reporting across the portfolio on milestone status, budget and resource tracking, and risks to escalate to our Leadership Team and the Board.
- Co-ordinate the workloads of other members of the programme team to ensure smooth workflows across multiple projects, and that appropriate resources are in place to manage multiple and simultaneous projects; alerting the Head of Operations of any issues in a timely manner.
- Keep, and drive the team to keep, meticulous, up-to-date records through the relevant systems to ensure smooth collaboration across the organisation and team cover where required. Monitor systems for opportunities for improvement and report back to the team on new system developments where appropriate.

Key Responsibilities

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.
- Continuously update knowledge of the Executive Education portfolio to help market opportunities to existing and prospective clients and participants, including cross-selling as appropriate.

Financial management

- Set up up cost control mechanisms for the overall portfolio in liaison with finance and implement for assigned programmes.
- Co-ordinate client and supplier invoicing arrangements for assigned programmes in liaison with the finance team.
- Track and monitor costs against set programme budgets, escalating any discrepancies between actual and budgeted costs.
- Manage faculty and all other supplier payment arrangements in liaison with finance and central services.

Additionally

- Contribute effectively to JBSEEL values and team activities.
- Participate in and contribute to special projects where relevant.

Person Specification

Relevant experience:

- Proven experience in project management, operations, and change management.
- Experience of facilitating change in a fast-paced environment, using a collaborative and flexible approach to meet tight and multiple deadlines.
- Customer-centric approach to working with an understanding of the requirements of event management.
- Highly organised, with excellent attention to detail and demonstrating experience of managing multiple deadlines.

Specialist knowledge and skills:

- Strong knowledge of systems, data, and process optimisation, comfortable and skilled in using AI to enhance their own and others' work. Good knowledge and understanding of modern office and learning technology.
- Strong analytical and reporting skills, with the ability to own, track and monitor key data sets to present at various levels including the Leadership Team.
- Evidence of being a natural problem-solver and solution-finder with a focus on implementation.
- Ability to communicate technical and process-related changes to non-technical teams.
- Comfortable challenging the status quo, overcoming resistance, and bringing project and change execution discipline and capability to our team.

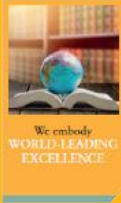
Interpersonal and communication skills:

- Excellent stakeholder engagement and influencing skills, with the ability to bring people along.
- Willingness to, alongside other team members, take ownership of all aspects of quality of our programmes and ability to drive team towards continuous improvement.

Additional requirements:

- 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.
- The ability to demonstrate JBEEL's values of: embodying world-leading excellence, having and encouraging a growth mindset, making others great, always, being positive and solution-oriented, and being better together.
- A flexible approach to work, willing to demonstrate flexibility where necessary in order to ensure that clients' and stakeholders' needs are met within the scope of the project.

Our Values



Our Values

We embody **WORLD-LEADING EXCELLENCE**.

Our behaviours

- We challenge ourselves to be the best in Executive Education.
- We benchmark against the best in the world to reflect best practice and continual improvement in everything we do.
- We are constantly exploring and implementing new ideas, opportunities and efficiencies.

We have and encourage a **GROWTH MINDSET**.

- We lead change to grow at pace.
- We embrace innovation that brings personal, professional and financial growth.
- We have the courage to experiment and think big.

We make others **GREAT**, always.

- We actively celebrate the success of others as a collective achievement.
- We challenge each other because we want everyone to reach their true potential.
- We empower and support each other to achieve greatness.

We are positive and **SOLUTION-ORIENTED**.

- We reframe challenges through a positive mindset.
- We challenge each other to be constructive and propose solutions.
- To be our best professional selves, we each need to prioritise and nurture our wellbeing and boundaries.

We are better **TOGETHER**.

- We recognise and value every colleague's role in achieving success for us, our business, clients, and faculty, and focus on outputs that contribute to this.
- We understand and believe in JBSEEL's strategy and values, recognising and being accountable for our role in achieving them.
- We are reliable and trusted partners to all stakeholders, delivering our agreed outputs on time.

The University and Living in Cambridge

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

Relocation Support

We recognise the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to join our team. For further information, please visit:
<https://www.accommodation.cam.ac.uk/RelocationService/>.

For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free **visa loan scheme** for current and prospective staff (and their dependents), to help with meeting the cost of obtaining a visa.

Our mission is to contribute to society through the pursuit of education, learning and research at the highest international excellence.

Our core values are:

- Freedom of thought and expression; *and*
- Freedom from discrimination

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge.

The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets.

For further information and to register with this free service please visit:

<https://www.accommodation.cam.ac.uk>.

Benefits

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

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. As well as this, our teams benefit from extensive opportunities for training and development, as well as access to a range of social and family-friendly activities within and outside of JBS Executive Education Ltd.

Key benefits include:

- A generous **annual leave** allowance of 33 days plus bank holidays (pro-rata for part-time staff and those joining or leaving the company within the year).
- Enhanced **family and other leave**, which includes: maternity leave of 26 weeks at full pay, paternity leave of 12 weeks at full pay, neonatal care leave of up to 12 weeks at full pay, up to 5 days per year of emergency leave, discretionary compassionate leave, 1 day of volunteering leave and up to 1 hour every 3 months to donate blood.
- Yearly **pay reviews**, mirroring the University of Cambridge's annual cost of living increase, as well as performance-related pay and two bonus schemes (general staff and sales).
- An attractive **pension scheme**, which for most staff is the USS pension scheme with a total contribution of 20.6%.
- The **CJBS Food Club App**, allowing all employees 1 free hot drink from our subsidised café per day.
- Regular **social activities**, including yearly Summer parties and Christmas lunches, as well as other activities throughout the year such as celebrations of the Chinese New Year, Halloween, Thanksgiving, sports activities, wreath making, tours of Cambridge and more.
- Various forms of **personal and professional development**, including a £500 per person per year individual training budget, as well as opportunity to present business cases for higher cost training, a mentoring scheme, places on our Open Programmes, opportunity to participate in Executive Coaching and our internal academies, access to Blinkist, LinkedIn Learning, and a Learning and Development team.

CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens, which we are able to access. CAMbens offers something for everyone across a range of categories, including:

- **Financial Benefits**, including discounts and vouchers at hundreds of retailers, a TOTUM card, Costco membership and a Payroll Giving scheme;
- **Travel Benefits**, including a Cycle to Work scheme, Dr Bike repair sessions, discounts on bus and train tickets and interest-free Travel to Work loans;
- **Family Friendly and Lifestyle Benefits**, including support with childcare in the form of workplace nurseries and playschemes, family friendly policies, and access to the Botanic Gardens, Museums, Colleges and a variety of other activities across Cambridge;
- **Health and Wellbeing Benefits**, including a University Staff Counselling Service, Occupational Health service, discounts at the University Sports Centre and other local gyms, and healthcare schemes.

Terms of Appointment

Tenure and probation:

This is a permanent appointment. Appointments will be subject to satisfactory completion of a six-month probationary period.

Hours of work and working pattern:

The hours of work for the position are full-time, 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.

We recognise the benefits to flexible working, including supporting caring responsibilities and a work-life balance. We do not have set start/finish times, but do ask that employees discuss their ideal working pattern with their line manager to ensure alignment with expectations and needs of the business.

Pension:

The majority of employees will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme.

For further information please visit: <https://www.pensions.admin.cam.ac.uk/>.

Annual leave:

Full-time employees are entitled to annual paid leave of 33 days per annum plus 8 days of public holidays. For new and part-time employees, annual leave will be pro-rata based on days worked.

Pre-employment checks

Right to work in the UK:

We have a legal responsibility to ensure that you have the right to work within the UK before you can start working for us. If you do not have the right to work within the UK already, any offer of employment we make to you will be conditional upon you gaining it.

References:

Offers of appointment will be subject to the receipt of satisfactory references.

Health Declaration:

Once an offer of employment has been made, the successful candidate will be required to complete a work health declaration form.

Equality of Opportunity at the University

Equality and Diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society.

All appointments are made on the basis of merit. 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. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, the Disabled Staff Network, the Race Equality Network and LGBT+ Staff Network. More details are available here: <https://www.equality.admin.cam.ac.uk/>.

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena Swan award recognises and celebrates good practice in recruiting, retaining and promoting women.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, within your application. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact **Elle McGregor, HR Advisor**, who is responsible for recruitment to this position via: e.mcgregor@jbs.cam.ac.uk.

How to Apply

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!

Applications should be submitted in the form of a CV and cover letter detailing how your skills and experience match those listed in the person specification. We encourage you to apply for this role even if you do not match every attribute listed on the job description. As an education provider, we are keen to support onboarding and learning for those new to our context.

To apply, please submit your application via our recruitment site here: [Senior Programme Manager \(Custom Programmes\) - JBS Executive Education Ltd.](#)

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying or at interview if your application is successful.

If you have any queries regarding the application process, please contact Elle McGregor, HR Advisor: e.mcgregor@jbs.cam.ac.uk.

The closing date for receipt of applications is midnight on Friday 9 May 2025.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

We look forward to hearing from you!