

# Cambridge Judge Business School Executive Education

Client Relationship Manager

Closing date: 22 October 2025

[www.jbs.cam.ac.uk/executive-education](http://www.jbs.cam.ac.uk/executive-education)

JUDGE BUSINESS SCHOOL



UNIVERSITY OF  
CAMBRIDGE  
Judge Business School

**Executive**Education



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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 B Corp, 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 85 members of full-time, part-time, permanent, temporary and contract staff. 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.**

# Client Relationship Manager

**As a Client Relationship Manager (CRM), you will change leaders who change the world by working with Client Directors (CDs), faculty, practitioners, internal teams and the wider Cambridge ecosystem to deliver high-impact learning experiences for our Custom institutional clients.**

## Job overview:

The CRM is a key member of the Custom Business Development and Sales team and they play a vital role in developing and maintaining beneficial client relationships, including with key and complex projects. Their primary goal is to achieve year-on-year account growth by securing repeat business and identifying opportunities to develop new business with existing clients.

The postholder also acts as the programme lead within a client team for several custom clients. They have responsibility for the professional and effective project management, delivery of the programmes and for overseeing the management of budgets to ensure client expectations are fulfilled and target profit levels are achieved. They manage client and team to a robust and strategic project plan, manage scope of services and client expectations and take ultimate ownership for delivering client programme design and delivery on time, to budget and at market-leading quality and standards.

The position reports to a specific Client Director and may also work and support across the Client Director team to meet business needs. They are an important interface between clients, faculty members, external contributors and stakeholders within Executive Education and CJBS, acting as the link between exacting client requirements and relevant colleagues throughout the client engagement process. The post-holder will work collaboratively with colleagues responsible for the delivery of programmes and other projects for Executive Education, building our reputation as a preminent provider of executive development programmes and learning solutions.

## Main responsibilities include:

- Client relationship management and account growth
- Project direction, planning and contracting
- Budget, contract and financial responsibility
- Formal account management
- Meeting success metrics
- Any other appropriate duties relevant to the role

## Success indicators:

- High levels of client satisfaction and trust
- Tangible revenue growth through renewals and expansions
- Consistent delivery of impactful, world-class learning experiences
- Strong collaboration and alignment across CJBS Executive Education and wider Ecosystem

As the role will have direct correlation with the running of our programmes, some programme schedules will fall outside typical office hours, including weekends and the flow of work may not follow a regular working week. National and international travel will also be required. 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 Wednesday 22 October 2025.**

**Start date:**  
ASAP

**Salary:**  
£51,968 - £67,558

**Contract:**  
Permanent

**Working pattern:**  
Full-time, 40 hours per week

**Location:**  
Hybrid:  
Trumpington Street,  
Cambridge | Remote

**Department:**  
Custom Programmes

**Reports to:**  
Youping Han |  
Client Director



# Key responsibilities

## Client relationship management and account growth

- Achieve year-on-year growth of assigned client accounts, by securing repeat business and identifying opportunities to develop new business with existing clients. They will collaborate with Client Directors and other colleagues to identify and to grow relevant opportunities.
- Build and maintain long-lasting and trusted advisor relationship with client stakeholders by developing a thorough understanding of their context and needs, delivering high quality outputs, providing high value insight and advice on executive education trends and learning design and rolling out market-leading learning programmes and blended learning solutions for the client.
- Lead the design and customisation of Executive Education programmes, responding to client needs. Advise clients on all aspects of design and delivery including diagnostic, evaluation and impact measurement. Ensure design and delivery align with Executive Education standards and apply professional project management and learning design tools.
- Innovate within the client accounts, introducing new design ideas, diverse learning experiences and technology-enabled deliveries. Work seamlessly across face-to-face, virtual and digital modalities of learning.
- Act as the primary contact for assigned clients, ensuring continuity and clear, professional communication. Manage challenging client requests, proactively track and manage escalations as appropriate.
- Operate and direct client projects using professional project management disciplines including project plans, risk registers, communications plans, stakeholder management plans and regular dashboarding. Clearly communicate the progress of projects and programme development to internal and external stakeholders using formal tools such as Monday.com.
- Ensure timely and successful design, development and delivery of Executive Education solutions according to client needs and objectives. Manage client and team to a robust weekly plan, providing the client with regular high-quality status updates on programme tracking to plan, resource use and delivery risk.
- Deliver world-leading excellence in programme design and delivery. Ensure the provision of high quality and consistent customer service at all times, including tracking and acting upon quantitative and qualitative feedback and impact information.
- Lead account planning and growth for existing clients to identify opportunities to serve the client more strategically, scale existing relationships and develop other ways to serve clients.
- Support and draft compelling extension and expansion proposals, incorporating design innovation and feedback from clients.

## Project direction, planning and contracting

- Lead team in planning process to direct the establishment of a robust project plan to deliver all phases of the client project: Diagnostic, Design, Delivery and Impact Measurement.
- In line with client expectations, formally direct the project (with support from a programme manager) and report on the effective design, build and delivery of client programmes and solutions.
- Lead design workshops, faculty briefings and client debriefs and engage with relevant stakeholders across JBSEEL, including faculty, effectively, to ensure high-quality design, build, delivery and evaluation of client programmes and solutions.
- Escalate to the portfolio CD any areas of significant risk or programme timeline slippage, proposing mitigations and support measures to resolve.

# Key responsibilities

## Project direction, planning and contracting (cont.)

- Work with the relevant programme team and Executive Education colleagues in setting and communicating the logistical planning and delivery of relevant client solutions and programmes.
- Ensure with relevant colleagues that all relevant contracts and commercial aspects are in place with faculty, contributors, suppliers and any other relevant stakeholders.
- Ensure all relevant aspects of programme delivery are in line with client expectations and agreed guidelines. Support and coach all members of the client team on client and project management to achieve standards of excellence.
- Stakeholder management and upwards management of CDs to report on progress, opportunities and risks.

## Budget, contract and financial responsibility

- Direct resource across the team to the agreed client budget. Work with colleagues to prepare and oversee the management of programme budgets.
- Ensure that budgets and programme logistics are approved with finance and operational colleagues.
- Ensure that contracts are in place for the work of relevant portfolios and lead the contract renewal process, taking advice from relevant colleagues, including the Contracts Manager as necessary.
- Ensure that programme and delivery team are aware of any specific contractual issues affecting programme/solution delivery.

## Formal account management

- Work closely with colleagues across teams in Executive Education and CJBS to develop a strategy for sustainable long term client engagement to secure continued and expanded business.
- Prepare reports on account status in line with relevant account plans.
- With colleagues, ensure effective operational and client focused transitions and support points for maintaining and developing long term client engagement.

## Additionally

- Contribute effectively to JBSEEL values, team activities and the Custom Team Charter.
- Participate in and contribute to special projects where relevant.

# Person specification

- Graduate level or equivalent. Executive education, professional services, learning and development, or commercial corporate background is essential.
- Formal project management qualification highly desirable. Strong experience of project and client management, delivering client focused solutions within a learning solutions and client services environments.
- Growth mindset is essential. Curiosity and willingness to engage with innovation in learning, including learning new design skills, understanding pedagogy, learning new digital and technological tools, platforms and design templates and engaging with an inclusive, dedicated team on innovation.
- Significant evidence of building client relationships, managing and extending accounts across multiple relationships, opportunities and needs is required. Ability to achieve and support approximately £1m in annual sales (combination of new, extension and expansion) is required.
- Significant experience leading a team, directing work and a project plan to achieve the highest client standards and collaborative team approach are essential.
- Evidence of being a natural problem-solver and solutions-focused with the ability to build team psychological safety and rapport to achieve growth and change.
- Evidence of effective team leadership, team direction and teamworking across boundaries and cultures, working with colleagues to enable the successful development and implementation of strategic plans. Understanding of a customer-oriented sales environment in a complex and multi-faceted environment.
- Ability and willingness to engage and to collaborate with teaching and research faculty in the Business School and across the wider University.
- Evidence of excellent interpersonal skills and ability to establish rapport and credibility with senior executives, faculty and participants. Able to influence, manage conflict, communicate and work collaboratively with clients and key stakeholders at all levels and across different business disciplines.
- Excellent networking skills and an ability to leverage these skills to acquire business. Experience of significant relationship-based sales and extensions would be advantageous.
- Excellent communication skills, including delivering presentations with impact and persuasive written materials.
- Highly developed analytic skills and the ability to communicate complex ideas in a clear and comprehensible way to diverse audiences.
- Competent team player, able to work independently when required and under pressure. Able to be decisive during difficult situations and negotiations, whilst maintaining detail and oversight of the larger strategic perspective.
- Demonstrable experience of working in an international context.
- Experience of working with CRM platforms.
- A high degree of tact, diplomacy and understanding of global political and cultural contexts.
- The ability to demonstrate JBSEEL's values of: Embodying world-leading excellence; Having and encouraging a growth mindset; Making others great, always; Being positive and solution-oriented; Being better together.



# Our values



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**

## 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 8 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: [www.accommodation.cam.ac.uk/RelocationService/](http://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:

[www.accommodation.cam.ac.uk](http://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, one day of volunteering leave and up to one 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 2 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 one 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 9-month probationary period.

**Hours of work and working pattern:**

The hours of work for the position are part-time, between 25-30 hours per week (negotiable).

This is hybrid role, with a current company-wide requirement of a **minimum** of 2 working days from our office in Cambridge.

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: [www.pensions.admin.cam.ac.uk/](http://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: [www.equality.admin.cam.ac.uk/](http://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](mailto: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: [Client Relationship Manager - 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](mailto:e.mcgregor@jbs.cam.ac.uk).

**The closing date for receipt of applications is midnight on Wednesday 22 October 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.**