

JOB TITLE: PROGRAMME COORDINATOR, CAMBRIDGE EXECUTIVE MBA

REPORTS TO: EMBA SENIOR PROGRAMME COORDINATOR

Background

The Cambridge Executive MBA (Cambridge EMBA) and the Global Executive MBA (Global EMBA) are flagship taught programmes at Cambridge's Judge Business School (CJBS). Since the start of the programme in 2009, we have increased from 46 participants to have over 200 students at any one time. The EMBA programmes are 20 months in duration. Participants of the Programme are working professionals with an average of 14 years of work experience and an average age of 38. Currently, the fee for the course is £88,900.

The role

The EMBA office runs the operations, course delivery, events, faculty support and student services for the Executive MBA programmes. This role will play a crucial part in course administration and event management of both small- and large-scale events, including the EMBA College dinners, Orientation Week, International Business Study Trips, and Graduation and Electives Week.

The role holder will therefore interact with a diverse customer base of professional students, faculty, and staff, as well as university and external event services. As such, the Programme Coordinator plays a central role in the high level of customer service necessary to maintain the excellent reputation of CJBS.

Main responsibilities

Course delivery and operations support

- Collaborate with the Senior Programme Coordinator to manage assignments, marking and examination processes, and data collation.
- Deliver class/stream management on EMBA weekends, including co-ordinating online teaching sessions where required.
- Assist the Senior Programme Coordinator with the management of student data by streaming, and distributing to the required audiences.
- In conjunction with colleagues, facilitate the administration of the CJBS virtual learning environment (Learn.jbs).
- Collaborate with the Senior Programme Coordinator to purchase and renew licenses of resources (e.g. textbooks and case studies) for taught modules of the EMBA Programme.
- Deliver EMBA projects as required.

- Co-ordinate day-to-day administrative tasks, in particular the coordination of Electives Week and the returning alumni, as well as Orientation Week and the International Business Study Trip (IBST). Each of these elements requires significant interaction with internal and external stakeholders
- Travel to international destinations for IBST and support the programme team and students when there.
- Arrange travel and accommodation for team events and conferences.
- Photocopy scripts for marking and filing appropriately.
- Work with the Executive MBA programmes Marketing and Admissions Manager – including meeting students for interviews, CAMSIS administration and general administrative support.

Liaison with students, alumni, and faculty

- Prepare letters needed for banks, employees etc requested by current students and alumni.
- Act as the first point of contact for answering day-to-day student/faculty/visitor queries. Provide relevant advice to various stakeholders on policies and procedures and develop sustainable solutions for more complex problems. Escalate issues as appropriate.

Process and quantify feedback

- Be responsible for arranging and organising electronic feedback on all courses from faculty and students and distributing it to the appropriate audiences (faculty, class reps, students, examiners etc).
- Analyse feedback and extrapolate data, changing and improving programme processes and procedures where appropriate. Advise the Executive Director on more fundamental changes as required.

Event planning

- Organise and manage EMBA programmes-related events, including lunches, dinners and specialised events.
- Organise and coordinate annual Electives Week (around 600 attendees) and annual celebration dinners (around 150 attendees) across the Business School programmes and alumni network, and the annual graduation events (around 600 attendees).
- Negotiate with Colleges and other venues to secure the best prices and experience for the class lunches and dinners.
- Negotiate with internal caterers, facilitate in-house events, and be part of the Catering and Facilities group at CJBS.
- Make decisions using complex Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis about appropriate off-site venues for dinners to ensure students get the 'Cambridge' experience.
- Manage purchase orders and finance procedures for all event purchases.
- Decide on menus to ensure a variety for those returning each month, and ensure dietary requirements are recorded and passed on to the catering suppliers.
- Manage table arrangements to ensure maximum networking opportunities based on industry, function and diversity.

- Manage and monitor stakeholder relationships to ensure relevance and variety.
- Manage travel and accommodation for high-level speakers and process any expense claims or payments.
- Design and create event materials needed for each event (ex. name tags, welcome bags, flyers, etc).
- Handle complex student, staff and faculty enquiries about events.
- Collate event feedback, and feed this back to suppliers, making suggestions for improvement.
- Manage the EMBA team rota for dinners to ensure all functions are represented

Meeting and examination support

- Prepare agenda and materials for the termly Teaching Committee.
- Prepare materials for External Examiners meetings – sending out papers, copying scripts etc.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to complete an application form demonstrating how your own experience meets these requirements:

- Administrative experience in a Higher Education environment.
- Event experience with both small and large-scale events.
- Strong IT Skills - experienced user of Microsoft Office.
- Excellent organisational skills.
- Excellent communication & interpersonal skills.
- Ability to work under pressure.
- Educated to HND, HNC, level 4/5 vocational qualifications or equivalent level of practical experience.
- Occasional weekend and evening work.
- Experience in course administration would be advantageous.
- A willingness to travel overseas if required would be preferable (one per year for the IBST).

Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range of £29,605-£33,966 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; 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. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

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 several 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

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 27 September 2024.

Interviews are to take place on 2 October 2024.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is invited to interview.

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. 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. Information for disabled applicants is available at www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. 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 p.dimitrova@jbs.cam.ac.uk.