



# Associate Director MBA Programme Delivery

Park End Street, Oxford

Grade 9: £52,815 - £61,198 per annum

Permanent, full time

Saïd Business School, University of Oxford

SAID BUSINESS SCHOOL UNIVERSITY





## The role

Saïd Business School's world-class flagship Master of Business Administration (MBA) programme attracts students from over 60 countries and builds on Oxford University's rich legacy of developing leaders. The MBA programme provides students with a solid foundation in core business principles, broadens mindsets, and challenges students to delve deep into the areas that allow them to gain the strategic skills and insight to lead a successful, purposeful career. This highly responsible role within the MBA Programme Team will play an important leadership function, working with students, faculty, and senior colleagues to ensure that the School fulfils its mission to develop leaders who can tackle world scale problems.

Reporting to the MBA Director, this senior role will be responsible for the overall management of the MBA Programme Team, who aims to provide a seamless quality and delivery of the student experience across the MBA and 1+1 MBA degree programmes. He/she will play a crucial part in the leadership and management of this growing team of around 10-12 plus staff and help provide comprehensive project and budget management to assure the quality of the delivery of the MBA Programme and a smooth learning journey for the students.

All of these aspects play a crucial part in the development of the programme to ensure that the student experience is exceptional and graduates are prepared for leadership positions in global organisations. The post holder will have two senior direct reports, the Head of MBA Academic Delivery, and the Head of MBA Student Engagement, who leads an emergent side of the team focused on driving student experience and engagement, and the co-curriculum.


This is a particularly exciting time for the Oxford MBA Programme. The MBA is currently being reviewed and the Associate Director, together

with the Programme Director and the Academic Director, will develop the Programme course structure and content to ensure it meets the needs of the market for future MBA students and leaders, with a distinctive Oxford approach to leadership and purpose. This role contributes strongly and actively to the continued improvement in these two areas, as the School looks to build on innovations which have come about during the pandemic.

The Associate Director works closely with the MBA Director and the MBA Academic Director, as well as their two direct reports. He/she will be expected to deputise for the MBA Director on occasion, in both student and faculty-facing fora. He/she will oversee the delivery team and will be responsible for seeking ways to innovate delivery and communications across the whole student onboarding and programme life cycle. He/she will provide direction, translate strategy into operational outcomes, motivate and develop team members, and nurture an environment in line with the School's core values.

He/she will be excellent at respectful stakeholder management and will collaborate with partners and stakeholders internally (e.g., Careers, Examinations, Student Welfare) and externally (e.g., targeted Alumni, scholarship funders, wider University departments, external sponsors of Student Projects and Internships) to deliver service of the highest quality based on a culture of continuous improvement. With an entrepreneurial flair, he/she will contribute to policy decisions, influence and shape the curriculum of programmes and their delivery strategy, and manage associated budgets.

The post holder will be a proactive leader who takes initiative to chair meetings, plan and manage changes for continuous improvements, drive logistical arrangements and solve complex problems, and provide clear direction and support to their team members. He/she will take oversight of strategic projects (curricular and co-curricular)



including leading on consultation and focus groups. He/she will champion the importance and value of a diverse and inclusive academic environment and will actively engage students, faculty, and staff to further behaviours, attitudes, practices, and policies that support EDI.

## Responsibilities

### Team Management and Development

- Line manage two senior direct reports (Head of MBA Academic Delivery and Head of MBA Student Engagement) to ensure the effective overall management of the team, including recruiting, developing and motivating staff. Set team and individual goals, monitor team and individual performance.
- Take responsibility for the development of the team's operational plan (short and medium term) to include aligning team and individual goals with the School's values and strategic priorities.
- Embody the School's core values, champion a respectful, purposeful, inclusive, and collaborative academic culture within the team and across the wider School.

### Programme Delivery and Resource Management

- Oversee programme delivery with excellence from admissions through to programme completion.
- Provide effective and efficient management of programme budgets (which will consist of several smaller area budgets such as reading materials, projects, student funds, and admissions), and delegate authority as appropriate.
- Overall responsibility for programme delivery planning of all faculty lessons including design and execution of complex international modules, doctoral seminars, skills workshops, and undergraduate tutorials.

- Through their team, deliver the experiential learning components of specific full-time and executive degree programmes such as the MBA and EMBA Entrepreneurship Project, GOTO project, Strategic Consulting Project and Internships for Credit.
- Ownership of large, complex projects and events such as programme inductions, Capstone and end of course celebrations, programme reviews, teaching and learning workshops, including responsibility for strategic planning, administrative coordination, and related budgets.
- Lead the team to ensure an excellent student journey and experience, from point of admission through to becoming an alumnus/alumna.
- Lead improvements to the overall student communications, working across the school to develop, maintain, and deliver a communications strategy in line with the strategic aims of the MBA programme.

### Programme Development and Quality Assurance

- As a member of programme review groups, support overall programme evaluations and contribute to transforming programme design.
- Work closely across all areas of the school, from faculty to co-curricular areas, to review the programme and identify opportunities for improvement in the current systems and processes. Provide necessary training and assistance with implementation to improve performance.
- Collaborate with the MBA Director and Academic Director, Director of Graduate Studies, and colleagues in the Faculty Services to contribute to the School's accreditation activities (EQUIS, AMBA, AACSB), awards (Athena Swan Charter) and Divisional Reviews.



- Develop an understanding of relevant University policies, legislation, and best practice at competitor institutions. Take a lead role, in consultation with the Programme Director, in developing and maintaining appropriate policies and quality assurance mechanisms.

### **Relationship Management**

- Champion the programme to current students, develop and maintain a positive and engaged relationship with them. Provide expert advice and guidance to support their journey through the programmes, including monitoring doctoral student progression.
- Work closely with the Programme Director and Head of MBA Student Engagement and Curriculum to ensure close relations with key student groups, from the Student Council, to OBNs and Alliances. Work to improve the structure and funding of these groups to ensure the continued success of these co-curricular student-led areas.
- Work closely with the Programme Director, Director of Graduate Studies, Director of Academic Services, Associate Dean, Head of Student Welfare to resolve complex and sensitive matters related to student support, regulatory requirements, and disciplinary issues.
- Actively maintain and manage collaborative relationships with faculty teaching on programmes. Through and with your team provide expert advice on course and student matters related to teaching faculty and supervisors.
- Forge and maintain excellent working relationships with the Directors/Heads and colleagues of the School's key service functions (e.g., Career Development, Faculty Services, Finance, IT, Executive Degree Programmes), providing transformational

insights and recommendations for improvements to operations and services.

- Act as a source of expert advice on student administration matters including the provision of guidance on University policies and procedures.
- In collaboration with your team, draft responses to University consultations on student and relevant course delivery matters.

### **Other**

- Deputise for the MBA Programme Director during absence and/or as required.
- Carry out any other administrative or managerial duties delegated or requested by the MBA Programme Director.
- Participate in Committees such as Course and Admissions, Teachers' meetings and Programme Review Groups, including chairing committees such as JSCC (Joint Student Consultative Committee).
- Carry out benchmarking activities to ensure programme delivery consistently maintains excellence and is in line with the strategic aims of a leading global business School.
- Support new recruitment and marketing initiatives e.g., attending and presenting information sessions at open days and using technologies such as the HIVE to promote the programmes.
- Work closely with the recruitment & admissions team to ensure up to date and effective communication with the prospect pipeline and admits.
- Participate in the rankings exercises of the Saïd Business School.
- Represent the MBA Programme and Saïd Business School to a range of external






stakeholders including prospective candidates, students, alumni, and corporate clients and relations.

- Attend meetings and events on behalf of the MBA Director as needed.
- As a senior member of staff, the Associate Director will also be expected to contribute to the wider activities of the School and be an ambassador for the School as a whole in external communities.

## Selection criteria

### Essential selection criteria

- Sophisticated understanding of how to motivate and manage diverse teams.
- Passionate belief in the value of business education and the ability to motivate others to achieve results.
- Experience of managing in a multi-stakeholder environment and in matrix structures.
- Experience of working closely with postgraduate students.
- Excellent communication, presentation, and negotiation skills with the ability to engage senior level audiences across cultures.
- Ability to be a strong manager to lead and develop a team to work collaboratively across the organisation.
- A thorough understanding of the MBA market with the ability to identify and implement improvements as needed to remain competitive in Higher Education space.
- Ability to work closely and confidently with students.
- Proven competency in programme management and delivery, with evidence of successful programme coordination from inception to delivery.
- Demonstrable experience of working effectively and authoritatively with clients or customers to ensure satisfaction. and ability to resolve client concerns or difficulties in order to deliver an excellent client/customer/student experience.
- Demonstrable ability to rapidly become a subject matter expert, provide advice, as well as concise and targeted recommendations, find solutions to guarantee continuous improvement and innovation rather than protect the status quo.
- Experience of policy writing and wider strategy implementation.
- Demonstrable ability to shape and influence new initiatives.
- Experience of managing budgets and tracking and managing financial information.
- Highly effective interpersonal skills including the ability to keep calm under pressure, be comfortable handling ambiguity, work well with students, administrative staff and academics, and build an effective network of key contacts internally and externally.
- High level of IT literacy and proficiency with a willingness to learn new skills and approaches to use technology and innovative processes to improve the client/customer/student experience.
- Exceptional organisational and time management skills with the ability to manage a variety of tasks.

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- Exceptional verbal and written English language communication skills.
  - Flexible approach to working hours to include occasional weekends and evenings.

#### **Desirable selection criteria**

- Experience/understanding of the delivery of degree programmes in a business or professional school.
- Experience of working in a customer-centric environment and of driving continuous improvement in service delivery.
- A university degree.

## **Pre-employment screening**

### **Standard checks**

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>



## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## Saïd Business School

Saïd Business School blends the best of new and old. We are a vibrant and innovative business school, but yet deeply embedded in an 800 year old world-class university. We create programmes and ideas that have global impact. We educate

people for successful business careers, and as a community seek to tackle world-scale problems.

We deliver cutting-edge programmes, including the highly regarded MBA, Executive MBA, a number of specialist MScs, a portfolio of custom and open programmes, and accredited diplomas for executives, and we undertake ground-breaking research that transform individuals, organisations, business practice, and society. We are an international and outward looking School with our programme participants coming from more than 50 countries.

We seek to be a world-class business school community, embedded in a world-class University, tackling world-scale problems.

## Sustainability

Saïd Business School is committed to the highest standards of environmental sustainability, preserving the planet for future generations and acting in a socially sustainable manner. As an employee you are expected to uphold these commitments in accordance with our Environmental Policy. You can learn more about our organisation's sustainability efforts at: <https://www.sbs.ox.ac.uk/about-us/school/sustainability>.

## Diversity and Inclusion

The School is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected. We recognise that the broad range of experiences that a diverse staff and student body brings strengthens our research and enhances our teaching, and that in order for Oxford to remain a world-leading institution we must continue to provide a diverse, inclusive, fair and open environment that allows everyone to grow and flourish.





The School holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

### **Our Values**

To better understand our Values, what behaviours demonstrate them and how they are involved in your everyday work we have created the below descriptors.

#### **Transformational**

We challenge constructively, provoke thought, and influence and inspire others to develop.

#### **Respectful**

We are caring, supportive, appreciative, embrace difference and value each other's opinions.

#### **Entrepreneurial**

We embrace and encourage change and innovation. We are creative, flexible and brave.

#### **Collaborative**

We are stronger together. We are inclusive, approachable, listen to others and value good communication.

#### **Purposeful**

We are a community who believe in sustainable growth, and are responsible, principled and transparent.

#### **Excellence**

We are professional, focused and aligned, and have a responsibility to do the very best we can.

#### **Wellbeing**

Saïd Business School acknowledge the importance of wellbeing, in enabling people to thrive at work and ensure a work-life balance. It provides a number of initiatives to help support wellbeing and would encourage you to participate. At an individual level, wellbeing means recognising what helps us remain resilient and taking appropriate steps. If we experience difficulties, doing our best

to rectify them and making our line manager aware of aspects that they could support us with. Further information about Saïd Business School is available at [www.sbs.oxford.edu](http://www.sbs.oxford.edu).

### **Social Sciences**

The School is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses. For more information please visit <https://www.socsci.ox.ac.uk>.





## How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants). Please upload all documents as PDF files with your name and the document type in the filename.

All applications must be received by midday UK time on the closing date stated in the online advertisement.

## If you need help

Help and support is available from: <https://hrsystems.admin.ox.ac.uk/recruitment-support>

If you require any further assistance please email [HR.recruitment@sbs.ox.ac.uk](mailto:HR.recruitment@sbs.ox.ac.uk).

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our e-recruitment system to confirm receipt of your application. Please check your spam/junk mail if you do not receive this email.



## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For existing employees, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>

There is no normal or fixed age at which staff in posts at grades 1–7 have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.





## Oxford Saïd Exclusive Benefits

### Wellbeing initiatives

The Business School runs an annual Wellbeing Day for all staff. In addition to this, there is yoga, healthy food deliveries, health MOTs and a range of other ad hoc programmes. Our excellent catering facilities provide a high standard of food, including healthy eating and vegetarian options at a subsidised cost.

### Staff Summer and Christmas parties

Oxford Saïd like to reward all of their staff for their great work and their Christmas and Summer parties are our way of saying thank you. The Christmas party is for all staff and the summer party is for staff and their immediate family members, because we know how important family is to all of us.

### Employee Assistance provider

Validium is an employee assistance and wellbeing consultancy that works in partnership with the Business School to provide staff and their immediate family with a free 24-hour per day helpline providing confidential information and counselling services on personal issues.

## University of Oxford Benefits

### Annual leave

38 days (inc. public holidays). Long service additional annual leave – up to 5 days per annum, pro rata for part time employees. Previous service within higher education sector can be recognised. An additional scheme enables staff to request to purchase up to 10 additional days in each holiday year.

### Pay increases

The University salary and grading structure allows for annual incremental progression until a scale-bar point is reached. This incremental progression is automatic.

### Pension

If you are on an academic or academic related pay scale (grade 6 or above), you are automatically a member of USS. Employer contribution is 14.5% and Employee contribution is 6.1%.

If you are on a pay scale other than academic or academic related (grade 1-5) you are automatically a member of OSPS. Employee contribution can be between 4%-8% and Employer contribution 6%-10%.

### NUS Extra discount card

All University staff can purchase a card for £12 for 12 months (£22 for 2 years, £32 for 3 years) which gives access to numerous exclusive offers and discounts from many popular retailers.

### University discounts

Wide range of discounts from external companies using a university card.

### University Club

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Access to Oxford buildings

Free access to a number of Oxford colleges, Botanic Gardens, Harcourt Arboretum, Wytham Woods and discount at numerous restaurants/shops.





**Saïd Business School  
University of Oxford  
Park End Street**

**Oxford, OX1 1HP**

**United Kingdom**

[www.sbs.oxford.edu](http://www.sbs.oxford.edu)

All information is correct at the time of going to press.

Please check our website for the most up-to-date information.

**Saïd Business School, University of Oxford**