



Senior Executive MBA Programmes Manager

Park End Street, Oxford

Grade 8: £45,585 - £54,395 per annum

Permanent, full time

Saïd Business School, University of Oxford

SAID BUSINESS SCHOOL UNIVERSITY



The role

The Senior Executive MBA Programmes Manager has a key role within the school, responsible for providing seamless quality and delivery of the student experience. This role focuses on the Executive MBA Programme which represent annually c.140 students and revenues of c.£12m in tuition fees.

Saïd Business School's world-class flagship Executive MBA Programme (EMBA) attracts students from over 30 countries and reflects our global reputation for academic excellence, combined with a practical problem-solving for business leaders in an increasingly disrupted environment. The part-time EMBA programme provides students with a solid foundation in core business principles, broadens mindsets, and enables current and future leaders to make a difference in their chosen field. EMBA students are mature and highly articulate, expecting exceptionally high standards in their education and learning journey.

The postholder will be one of two senior programme managers and they will be responsible for delivery of the Executive MBA programme.

Reporting to the Associate Director of the Executive MBA Programme, the senior programme managers' responsibilities include specifically overseeing the student journey; academic course scheduling; faculty and stakeholder relations; supplier and partner contracting; delivering exceptional front-facing student care and service; and resource management, all within budget and adhering to financial processes. In addition, they will provide leadership direction, motivation, and development of team members through direct line and matrix management.

They will be excellent at respectful stakeholder management and will collaborate with partners


and stakeholders internally (e.g. Business Development, Admissions, Careers, Examinations, Student Welfare, Alumni Relations) and externally (e.g. Social Science Division, Oxford Colleges, Central Welfare, Central Fees team, professional coaches, external suppliers and overseas stakeholders involved in a wide portfolio of international modules).

The postholder will work in line with the school's values to deliver service of the highest quality based on a culture of continuous improvement.

Responsibilities

Programme Delivery and Resource Management

- Reporting to the Associate Director of EMBA Programme, shared responsibility for programme planning and delivery with excellence from onboarding through to programme completion, ensuring high student satisfaction.
- Purposefully manage key elements of the student learning experience, EMBA journey, and Oxford engagement, including taking the lead on Faculty engagement and the strategic delivery of course-sequencing.
- Forecast, monitor, oversee and manage the physical and staff resources available for the support of course provision.
- Provide effective and efficient financial forecasting and management of programme budgets c£2.85m (which will consist of several smaller budgets by areas such as EMBA, reading materials, projects, examinations, professional coaching), delegating authority as appropriate.
- In conjunction with the Associate Director, overall responsibility for programme delivery planning of all faculty lessons including design and delivery of complex international



modules. In partnership with other colleagues, and teams, support delivery of the experiential learning components of specific executive degree programmes such as the EMBA Entrepreneurship Project, EMBA GOTO project, and individual coaching sessions.

- Working collaboratively with colleagues across the school, provide coordination across the executive MBA programme such as acting on divisional communication on all student and programme matters, student disability provision and suspension and withdrawal process.
- Take leadership of large, complex projects and events such as programme inductions, welcome Matriculation ceremonies, EMBA end of course ceremonies, alumni lifelong learning, awards, rankings, programme reviews, teaching and learning workshops, with responsibility for strategic planning, administrative coordination, and related budgets.
- Take the lead role in the project planning of concurrent Executive MBA programme delivery, managing the links between the programmes and guiding the programme Managers/Administrators. Work closely with the Associate Director to identify, plan, and manage changes for continuous improvement.

Programme Growth and Development

- Contribute initiative and creative thought to develop innovative ideas for programme growth and for the curriculum programme development.
- Anticipate problems and initiate solutions which take into account strategic implications for SBS.
- Alongside the Associate Director, set project and service standards; establish monitoring procedures and report on progression, bi-weekly.

- Make recommendations through briefings, presentations, and written reports to stakeholders.

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 student attendance and progression.
- Work closely with the EMBA Programme Director, Associate Director of EMBA Programme, EMBA Academic Director and the Associate Dean to ensure a high-quality academic experience.
- Manage Faculty engagement related to elements of current and future EMBA course sequencing.
- Actively maintain and manage collaborative relationships with faculty teaching on programmes. Provide expert advice on course and student matters to teaching faculty and supervisors.
- Establish and maintain excellent working relationships with the Directors/Heads and colleagues of the school's key service internal functions (e.g. Career Development, Faculty Services, Finance, IT, Full-time Degree Programmes), and external stakeholders, including suppliers, partners and contractors providing transformational insights and recommendations for improvements to operations and services.

Programme Development and Quality Assurance

- As a member of programme review groups, support overall programme evaluations, and contribute to transforming programme design.



- Develop an understanding of relevant University policies, legislation, and best practice at competitor institutions.

Team Management and Development

- Direct line and matrix manage team members, including recruiting, developing, and motivating staff. Establish team and individual goals in line with strategic objectives and direction led by the Associate Director and Programme Director. Monitor team and individual performance, giving feedback, guidance, and recognition.
- Share 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, creating a sense of unity and common purpose.
- Embody the school's values, championing a respectful, purposeful, and collaborative culture within the team and across the wider school.
- Build beneficial collaborative relationships across all stakeholder teams for the overall benefit of SBS.

Advice

- Act as a source of expert advice on student administration matters including the provision of guidance on university policies and procedures.
- Provide guidance and support to fellow managers, train, and mentor existing and new staff.

Other

- Deputise for the Associate Director during absence and/or as required.

- Carry out any other administrative or managerial duties delegated or requested by the Associate Director.

- Carry out benchmarking activities to ensure programme delivery consistently maintains excellence and appropriate to a leading global business School.

Selection criteria

Essential selection criteria

- Proven competency in programme/event management with evidence of successful programme coordination from inception to delivery.
- Successful experience of managing and inspiring individuals and a team, providing direction, motivation, and development, where there are competing priorities and high project/event delivery demands to deadlines.
- Highly effective interpersonal skills, building rapport and working authoritatively with stakeholders, including academics, administrative departments, external suppliers, and students to ensure high satisfaction.
- Comfortable handling ambiguity with the ability to address problems, resolve concerns or difficulties calmly and effectively to deliver an excellent client/customer/student experience.
- Demonstrable the ability to rapidly become a subject matter expert to provide advice as well as concise and targeted recommendations.
- Demonstrable the ability to innovate, shape, influence and implement new initiatives, finding solutions to guarantee continuous improvement rather than protect the status quo.



- Experience of managing budgets, tracking, and processing of financial information.
- 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, prioritisation, and time management skills with the ability to manage a variety of tasks.
- Exceptional verbal and written English language communication skills.
- Flexible approach to working hours to include occasional weekends, evenings, and overseas travel.
- Degree and/or equivalent professional qualification.

Desirable selection criteria

- Masters level qualification and/or recognised project management qualification.
- Experience/understanding of the delivery of degree programmes in an HE business or professional school.
- Experience of working in a customer-centric environment and of driving continuous improvement in service delivery.

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.

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.

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.

To return to the online application at any stage, please go to: 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

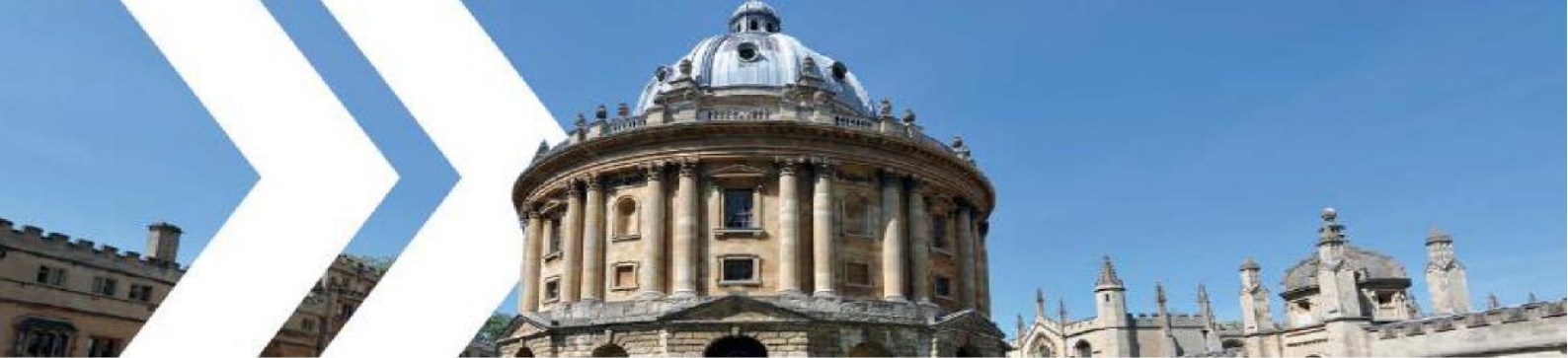
The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this 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 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.





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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