



SAID BUSINESS SCHOOL UNIVERSITY OF OXFORD

## EMBA+ Programme Coordinator

Park End Street and Hayes House, Oxford

Grade 5: £31,459 - £36,616 per annum including the Oxford University Weighting of £1,500 per annum

Fixed-term (to 31 August 2027), full time

Saïd Business School, University of Oxford



## The role

Saïd Business School, Executive Degree programmes include Oxford Saïd's world-class flagship Executive – MBA (EMBA) MSc in Major Programme Management (MMPM) and MSc in Global Healthcare Leadership (MGHL) degrees, and Postgraduate Diplomas in Strategy & Innovation; Organisational Leadership; Financial Strategy; Artificial Intelligence for Business and Global Business. These programmes are currently generating annual revenue of £26 million in tuition fees and expected to grow to £30m+.

This is a highly responsible role within the EMBA Programme Team. The key areas of responsibility are to provide administrative, technical, and programmatic support to deliver the EMBA+ and wider EMBA Programmes. The Programme Coordinator will work closely with the Senior Programme Manager (SPM), leading on EMBA+, and other team members including other SPMs, Programme Managers and Programme Coordinators to ensure efficient operational delivery of the programme and a positive student/alumni experience. The postholder will interface with multiple external stakeholders and teams within the school, and wider collegiate University to achieve these aims.

The EMBA+ programme was created for EMBA alumni who were impacted by the COVID-19 pandemic and participated in online learning, rather than in-person. EMBA+ includes 400 alumni from across six cohorts. The programme aims to deliver international trips, auditing of Oxford based elective courses, and reunion weeks.

EMBA students are mature and highly articulate, rightly expecting exceptionally high standards in their education and service delivery. All our staff are expected to deliver world-class service to all our stakeholders. The Programme Coordinator requires detailed knowledge and proficiency in their areas of responsibility, so that they can work on their own initiative and resolve issues independently in a fast-paced environment.

## Responsibilities

- Plan and provide administrative and logistical support for EMBA events and modules, leading specifically on the EMBA+ project, including participant data, room bookings, technical arrangements, accommodation, invitations, registration, greeting attendees, etc.
- Work collaboratively and effectively with external vendors, speakers, and with the School's Conference, Audio Visual, Catering, Estates and Reception Teams to ensure efficient/effective delivery.
- Work collaboratively and effectively with the School's Programme Teaching Materials, Digital Learning and Library teams, acting as a liaison between these teams and the EMBA Programme Team.
- Provide logistical and administrative support for international modules and study trips.
- Perform the duties of an In Class Assistant (ICA) or Virtual Class Assistant (VCA) during EMBA modules, assisting Faculty with online and hybrid delivery of classes on Zoom or other virtual platforms. Edit and post video recordings of classes to the school's learning virtual learning environment management platform.
- Build course pages in Canvas (virtual learning environment) and update/proofread content, as necessary.
- Coordinate with faculty, manage the provision of electronic and hard copy reading materials, which includes, sourcing materials from 3rd party suppliers (e.g., Harvard Business School Publishing, other libraries within Oxford) and managing permissions with publishers while keeping accurate records.
- Lead on all office coordination needs and administrative support linked to programme implementation and EMBA Programme Team activities.



- Populate and update the internal booking system.
- Purchase supplies/services for EMBA activities (including negotiating expenditure costs with suppliers) and manage financial processes in Oracle. Assist Programme Managers and SPMs with financial management.
- Develop team processes and guidance including guidance documents for using key technology for events (e.g. Zoom, Cvent, etc.); processes for event and programme delivery; and administrative/office procedures.
- Identify, create, and maintain process timelines and project plans, utilising time management techniques to successfully manage multiple and competing priorities.
- Collect and report on data for evaluations/reports for Programme Managers and other stakeholders.
- Contribute to team and school-wide projects when required.

The post-holder must be able to perform other such duties as required, as appropriate to the grade. Due to the nature of the activities in the EMBA Programme, some work in the evenings and on weekends may be required. International travel may also be required although not frequently.

## **Selection criteria**

### **Essential selection criteria**

- Excellent attention to detail, and a highly structured approach to tasks and projects.
- Ability to manage many simultaneous tasks and absorb substantial detail while contributing to a range of diverse activities.
- Ability to plan, organise and coordinate events/activities from inception to completion.
- Ability to prioritise work assignments from multiple staff members at the same time, including coping with unpredictable volumes of work, busy periods, and a demanding/fast-paced environment.
- Demonstrated problem solving ability with a pro-active approach to finding solutions.
- Excellent verbal, and written communication skills, including proof reading skills and the ability to draft correspondence.
- Ability to show initiative to accomplish projects with little supervision.
- Strong interpersonal skills with proven ability to develop good working relationships with academics, university leaders, other support staff, and administrators.
- Excellent customer service skills and professional manner, with the ability to resolve client concerns or difficulties calmly and effectively to deliver an excellent student experience and champion the EMBA Programme and wider School.
- Ability to manage complex issues effectively, with tact and discretion in dealing with confidential or sensitive matters.
- Proven ability to work as part of a team and liaise with colleagues where work interests overlap.



- Excellent knowledge and skill using event webtools (e.g. Zoom), office IT systems, including Microsoft Outlook, Microsoft PowerPoint, Word, and Excel. Ability to quickly learn how to use new technologies.

### **Desirable selection criteria**

- A good general level of education, including a university degree or equivalent.
- Familiarity with the academic environment, preferably in areas relating to executive education.
- Experience using/building virtual learning environments (e.g. Canvas) and project management software (e.g. Wrike).
- Experience working with a customer relationship management tool (CRM) such as Salesforce.
- Experience using Oracle (or similar payment systems), and processing and tracking payments and invoices.
- Copyright: Functional understanding of contemporary UK copyright legislation

## **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

Oxford Saïd 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.

Oxford Saïd 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**

Oxford Saïd 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://staff.web.ox.ac.uk/recruitment-support-faqs>. 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 very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. 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 other grades 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

Oxford Saïd 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.

### Salary and salary sacrifice schemes

The University salary and grading structure allows for annual incremental progression until a scale-bar point is reached. This incremental progression is automatic. Additionally, there are salary sacrifice schemes for bicycles and electric cars. See <https://hr.admin.ox.ac.uk/staff-benefits>.

## 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%.

## University discounts

All University staff can purchase a NUS Extra discount 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. There are a wide range of other discounts from external companies available 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.





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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