

JOB TITLE: DIGITAL PROJECT MANAGER

REPORTS TO: DIGITAL PORTFOLIO MANAGER

Background

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 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 transformative and enduring impact on our clients enabling them to make a real difference upon returning to their role.

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.

We are a growing team of over 85 members of staff. 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**.

We pride ourselves on our values, which are:

- 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**

To find out more, visit our Cambridge Judge Business School Executive Education webpages: www.jbs.cam.ac.uk/execed.

The role

As a Digital Project Manager, you will **change leaders who change the world** by acting as the day-to-day contact for our major Online Program Management (OPM) partner, co-ordinating and project managing the production and delivery activities for a growing portfolio of online education programmes.

The role holder sits within the Digital team, and will own portfolio data and processes, overseeing day-to-day activities with our partner and coordinating a range of projects. The role holder will not be required to support the end delivery of these programmes to our participants, rather they will be responsible for the project management, production, and development phase of programmes through our major partner.

Our programmes are aimed at global executives at all levels and can vary in their components depending on the subject, often including guest speakers or simulations. It is essential, therefore, that we maintain a professional and creative approach to programme development ideas and the learning and development needs of participants.

This position is a business-critical role requiring excellent organisation, communication, and administrative skills. The successful candidate will have a keen eye for detail, demand consistently high standards, and will be constantly seeking to improve processes and instigate new ways of working. They will be able to build and maintain excellent relationships with all our stakeholders including: CJBS and University faculty; partner administrators, designers, and film teams; other contributors to our programmes drawn from our international network of practitioners and subject specialists; as well as internal teams including Marketing and Finance.

We foster a collaborative culture within the department, and we encourage team working and peer support on all our projects. Due to the nature of this role requiring occasional on-site programme support, this position may involve occasional working of normal working hours, including weekends. Nevertheless, we understand the importance of flexibility in managing work-life balance; our structure includes flexible working hours to accommodate individual needs and preferences.

Main Responsibilities

Digital Portfolio Coordination and Associated Activities

- Coordinate the day-to-day activities of the digital portfolio of online programmes providing administrative and operational support and clear communication to all stakeholders.
- Act as the main partner contact on all aspects of programme development and refreshes, overseeing schedules for stakeholders, planning the necessary activities and keeping accurate records.
- Arrange and attend all contributor filming both on and off-site.
- Manage digital assets. Act as the main contact for all digital asset enquiries from faculty and other JBSEEL staff.
- Arrange, attend and take notes at meetings with stakeholders including faculty, members from partners' various teams and internal JBSEEL meetings.
- Monitor progress and track any changes or requests that may impact budgets or timelines.
- Identify any risks to the portfolio either financial, reputational or other to the Digital Portfolio Manager.

- Where programmes are translated, oversee the quality assurance (QA) process of translation with external translators.
- Spot check video and audio quality for QA purposes and ensure our standards are met against our quality checklist.
- Act as a central point of communications between internal teams and external providers, to ensure the effective dissemination of key information.
- Liaise with the Marketing team, managing their approval of materials and updates to our website.
- Facilitate faculty payments on Microsoft Dynamics and support those contributors invoicing with oversight for all programme payments.
- Keep the finance team up to date with and changes to programmes specifications for revenue forecasting purposes and faculty payments.
- Continually review and improve internal processes that support online programmes, including collection and circulation of programme feedback, ensuring the consistency of materials and programme assets, retrieval and dissemination of regular and automated data as agreed.
- Design and update templates and frameworks to ensure consistency in all aspects of programme delivery liaising between our programme management team and external providers.
- Take ownership of data being knowledgeable of cohort start and end dates, contributing faculty and high-level course outlines.

Customer Service and Client Relationship Management

- Ensure all stakeholders receive an excellent level of “customer service”, paying attention to response times and having a solution focused approach.
- In collaboration with colleagues, confirm terms and conditions with contributing faculty and external speakers.
- Uphold our SLA’s with partners identifying when gaps may appear.
- Work collaboratively with colleagues in the business as well as the faculty of the school to continue to build our reputation as a pre-eminent provider of online programmes.

Digital Project Management

In addition to managing the development of online programmes, you may be required to manage and deliver additional digital projects (staggered over a period) that would run in parallel. Projects would cover but not limited to:

- Work with film teams to improve video and audio quality for online aligned to CJBS standards.
- Provide an end-to-end fully comprehensive project management service for the successful delivery of online programmes using cloud based tools such as Monday.com.
- Lead on establishing and updating digital content standards guidelines with stakeholder input including accessibility requirements documenting and managing template creation for company wide use.

- Lead on creating proposed new Dynamics workflows for digital content development for approval. Once agreed, manage implementation and testing.
- Play a major role in organisation of digital assets into a digital asset management system.

Internal Liaison and Communication

- Maintain and update information held by the company for suppliers, participants and clients.
- Participate in and contribute to client, team and staff meetings and other ad hoc project groups as required.
- Participate in internal training activities aimed at upskilling other teams.
- Provide regular reports on the status of each programme relating to enrolments, end of programme scores and participant satisfaction.

Financial Management

- Ensure all payments are made in accordance with the company's financial regulations, including payments to contributors.

Information Technology

- Ensure that all records in Monday.com, Dynamics and SharePoint are accurate and kept up to date.
- Use such IT systems as the company has put in place to manage data, in accordance with company policy and data protection regulations.

The person

Our ideal candidate should have the following qualities, skills and attributes. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

- Demonstrable experience of working on multiple projects with an agile approach.
- Natural communicator with the ability to demonstrate accuracy and fluency in spoken and written communications. The person should feel confident talking to stakeholders at all levels demonstrating an ability to work with academics, senior decision makers and company executives.
- Be prepared to take ownership of projects with an enthusiastic and solution orientated mindset.
- An eye for detail especially in planning, tracking, and managing projects demonstrating high standards always.
- Confident in handling, understanding and presenting portfolio data.
- Experience of working in a service environment is highly desirable. Ability to demonstrate a highly developed level of professional customer service and a strong desire to exceed expectations. A flexible approach to work, willing to "go the extra mile" whenever necessary to ensure that clients' and stakeholders' needs are met within the scope of the project.
- Knowledge or interest in technological solutions and able to share new ideas for consideration.

- Ability to work under pressure and to enjoy the challenges and rewards of tight deadlines.
- Demonstrable problem-solving skills.
- Excellent IT skills, particularly in MSOffice 365 programmes (Teams, Outlook, Word, Excel, and PowerPoint). The role requires extensive use and therefore proficiency for these programmes.
- Ability to work collaboratively and flexibly with colleagues as part of an engaged and friendly team.
- Graduate level education or equivalent experience is desirable.

Benefits

Working hours are 40 hours per week. This is a hybrid role, with a current company-wide requirement of a **minimum** of two working days from our office in Cambridge. This role also involves on-location filming, and during busy delivery and support periods you will be expected to attend the office more frequently than this. Flexible working patterns and schedules are supported.

There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus 8 days of public holidays.

The salary will be in the range £32,000-£37,000 per annum. The full salary range for the position is advertised in order to demonstrate the progression for the band. In the majority of cases appointments will be made at the bottom of band; only in very specific exceptional circumstances can a higher salary be offered.

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.

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

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!

To apply for this role via, please visit our Career Site, here: [Digital Project Manager - JBS Executive Education Ltd](#).

The deadline for applications for this role is midnight on Sunday 5 January 2025. If your application is successful, interviews will be held on Thursday 9 and Friday 10 January 2025.

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 and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, Elle McGregor, HR Advisor, who is responsible for recruitment to this position, by email at e.mcgregor@jbs.cam.ac.uk. Alternatively, applicants can contact the CJBS HR Team at hrrsupport@jbs.cam.ac.uk.
