



Client and Programme Operations Manager

Hybrid (two days per week onsite), Egrove Park, Kennington and Park End Street, Oxford
Grade 7: £38,674 - £46,913 per annum including the Oxford University Weighting of £1,500 per annum

Permanent, full time (37.5 hours per week)
Saïd Business School, University of Oxford



The role

Saïd Business School's Executive Education division is poised for substantial growth over the next three years, with an ambitious goal to at least double its revenue. The Client Engagement and Programme Delivery (CEPD) team is central to achieving this objective and the Client and Programme Operations Manager (CPOM) will play a critical role in supporting and enabling this transformation.

Reporting to the Associate Director of Client and Programme Operations, the CPOM will lead the operational support that underpins the delivery of world-class executive education programmes. From overseeing internal team operations and onboarding staff to managing freelancers and driving process improvement, this role is key to ensuring our services are efficient, scalable and consistently delivered to the highest standard.

Our programmes span a range of formats—from in-person courses in Oxford and at client sites to blended and fully online learning. This role ensures seamless operational delivery across all modalities, reinforcing our reputation as a leading global business school.

Responsibilities

Team and operational management

- Line-manage 3-4 programme operations staff, overseeing workload allocation and performance to ensure fair distribution and high-quality delivery.
- Set and review Personal Development Review (PDR) objectives, holding regular 1:1s with direct reports.
- Maintain operational excellence in areas including programme bookings, virtual learning environments, materials preparation and merchandise logistics.
- Oversee teaching venue bookings in collaboration with the Conference team and other stakeholders to maximise on-campus resources.

- Maintain an organised and accessible team filing system, ensuring up-to-date templates, agendas and documentation.

Freelancer management

- Lead the onboarding, induction and ongoing engagement of our freelance programme manager community.
- Ensure freelancers are equipped with the tools, knowledge and resources needed to uphold our high service standards.
- Manage freelance contracts, hours, purchase orders and related financial processes.
- Develop and implement structured engagement strategies to keep freelancers aligned and informed.

Process improvement and technology enablement

- Support CEPD strategic initiatives that drive operational efficiency, innovation and excellence.
- Play a proactive role in the adoption of new technologies, including AI tools and systems, ensuring team training and smooth integration.
- Document processes thoroughly and manage key operational data, including dashboards and reporting systems to monitor KPIs and performance.
- Build effective relationships with stakeholders across the School to promote collaboration and enhance support for CEPD initiatives.

Team communication and coordination

- Oversee internal communications within the CEPD team, including the management of MS Teams and other communication platforms.
- Manage the induction process for new team members, ensuring comprehensive onboarding and access to essential tools and training.



- Coordinate and support training activities, maintaining attendance and development records to foster ongoing professional growth.
- Manage CEPD team meetings, including agenda planning, minute-taking and follow-up on action items to ensure accountability and progress.
- Actively contribute to meetings by sharing insights, best practices and fostering team cohesion.

Selection criteria

Essential selection criteria

- Undergraduate degree and/or equivalent relevant experience.
- Proven experience in operations and people management.
- Demonstrated experience in data handling and dashboard creation for reporting.
- Proficient in Microsoft Office, Salesforce and project management tools.
- High level of accuracy, attention to detail and problem-solving ability.
- Strong interpersonal and communication skills (written and verbal).
- Comfortable working flexibly and adapting to evolving priorities.
- Commitment to personal growth and a growth mindset.
- Dedication to wellbeing, both personally and in support of the team.

Desirable selection criteria

- Advanced IT proficiency, particularly with Salesforce, Microsoft Power Platform and Excel.
- High level of self-awareness and self-management.
- Track record of leading and delivering operational improvements.
- Experience in executive education, higher education or corporate learning environments.
- Comfortable interacting directly with clients, participants, faculty and external partners.
- Flexible and adaptable, with a willingness to work occasional non-standard hours to support programme delivery.
- Trusted to handle confidential or sensitive information with discretion and professionalism.

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 [Pre-employment Checks](https://www.jobs.ox.ac.uk/pre-employment-checks) (<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 [Organisation | University of Oxford](http://www.ox.ac.uk/about/organisation) (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 [Sustainability | Saïd Business School](https://www.sbs.ox.ac.uk/about-us/school/sustainability) (<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 acknowledges 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 [Saïd Business School](http://www.sbs.oxford.edu) (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 [Social Sciences Division](https://www.socsci.ox.ac.uk) (<https://www.socsci.ox.ac.uk>).



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 [Job applicant privacy policy](https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy) (<https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>).

The University's Policy on Data Protection is available at [Data protection policy](https://compliance.admin.ox.ac.uk/data-protection-policy) (<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 [The EJRA](https://hr.admin.ox.ac.uk/the-ejra) (<https://hr.admin.ox.ac.uk/the-ejra>).

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures. Please see [The EJRA](https://hr.admin.ox.ac.uk/the-ejra) (<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

Health Assured 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 [Staff benefits \(https://hr.admin.ox.ac.uk/staff-benefits\)](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 10%-14%.

University discounts

All University staff can purchase a TOTUM discount card for £14.99 for 12 months (£24.99 for 2 years, £34.99 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 [The University Club \(www.club.ox.ac.uk\)](http://www.club.ox.ac.uk) and [Oxford University Sport \(https://www.sport.ox.ac.uk\)](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