



SAID BUSINESS SCHOOL UNIVERSITY OF OXFORD

# Programme Manager

Hybrid (two days per week onsite), Egrove Park, Kennington and Park End Street and Hayes House, Oxford

Grade 6: £34,982 - £40,855 per annum including the Oxford University Weighting of £1,500 per annum

Fixed-term (one year), full time (37.5 hours per week)

Saïd Business School, University of Oxford





## The role

As a Programme Manager (PM) you will report to a line manager within Client Engagement & Delivery. You will be responsible for mentoring, assisting in the induction, training, and development of Programme Coordinators and Programme Support Coordinators, ensuring they reach a good level of competency and become confident in their role. You will work on setting up and establishing new programmes. As PM you will be responsible for the planning, preparation and logistics and will initiate contact with relevant parties in accordance with pre-determined timelines.

As part of your role and personal development, and in addition to your core PM responsibilities, you may be assigned a client or programme(s) to manage and lead. This includes the creation and management of project plans, planning key stakeholder meetings, management oversight of all logistics, implementation, management and tracking of budgets and oversight of programmes. You will ensure that contracts are in place with clients and raise Purchase Orders and/or Work Orders against agreed budgets.

You will work with managers within the team on new and existing processes, improvement initiatives, projects; and may be involved in piloting and rolling these out.

## Key Interfaces

The PM will be responsible for ensuring that participants, clients, faculty, and speakers on the programmes in their portfolio experience excellence, from preparation to delivery execution. To ensure this, they will build rapport and naturally engage and interact with the following key interfaces:

- Clients and participants
- Programme Directors, Academic Directors, Faculty and speakers
- Colleagues across ExecEd
- Core service teams including, AV/IT, Catering, Housekeeping and Conferencing
- Other providers including external venues, hotels, transport etc.

## Responsibilities

Responsibility for ensuring that the operational planning, preparation to delivery is executed to a high standard.

- Create and manage project plans and supporting documentation – including producing regular status reports and meeting minutes/notes for relevant internal and client related activities within the project team
- Oversee the arrangements for the delivery of programmes, virtually, on-site at the school or off-site at the client's premises or elsewhere, to ensure the smooth delivery of the programme
- Proactively take the initiative to chair and lead meetings, drive logistical arrangements, and issue resolution. Provide clear direction and support to other team members.
- Strong communicator, able to communicate clearly and concisely in a timely, professional, and effective way with a range of stakeholders including faculty, guest speakers, participants, off-site venues (both UK and abroad), contractors and support staff. Actively listens and contributes to build strong, long-lasting working relationships
- Responsible for the planning and management of key programme tasks:
  - Accommodation, transportation, and catering arrangements for participants
  - Liaise with speakers / contributors to obtain content requirements and materials
  - Book external suppliers (hotels, college dinners etc.)
  - Create and maintain programme specific virtual learning platforms
- Provide training and support to new team members to ensure that they become competent and capable of delivering high standards of work. Meet regularly as a mentor to monitor progress, to identify development and to track achievements and objectives.



- Conduct PDRs with the support of the line manager.
- If required, participate in the selection, interview, and recruitment of new team members.
- Contribute to, develop, and implement continuous improvement initiatives within the team and work to implement best practice processes and initiatives.
- Be a part of and contribute to working groups and projects within the team, ExecEd and the wider school.

### Relationship Management

- Meet and liaise with client representatives, ensuring a clear understanding of the client's objectives as well as programme delivery requirements is communicated to all relevant parties and that the client objectives are considered in all relevant aspects of programme planning to delivery
- Act as the project lead for the small number of programmes under your portfolio, ensuring that the project plan is compiled, communicated, understood and deadlines adhered to.
- Ensure that those you work with are fully briefed on the project plan for each programme and that they understand their role. Provide guidance and support to delivery team members on all aspects of programme planning, logistics and delivery, ensuring outstanding standards and set processes are followed.
- Ensure quality standards in documentation, communications, and programme materials by reviewing for quality assurance.
- Excellence in delivery throughout each programme from preparation to completion and deal efficiently with any issues or requests.

### Budgets, Financials and Contracts

- Work closely with the finance team to create, manage and track your client programme budgets, ensuring that each budget is approved by the relevant parties.
- Plan, forecast, monitor, and approve expenditure ensuring that that the proper financial procedures are followed and provide internal and client reconciliation as required and agreed.
- Work in a proactive manner to ensure that costs are monitored in 'real-time' and manage this within your project teams to ensure that margins are maintained.
- Follow all School processes and procedures to ensure financial and contractual elements are adhered to.



## Selection criteria

### Essential selection criteria

- Proven competency of programme management with evidence of successful programme coordination from inception to delivery within ExecEd.
- Experience of administrative and organisational skills, possessing project management skills and experience creating workable best practice for implementation across the team
- An organised and structured approach to work and an ability to work under pressure, without direct supervision to meet deadlines, reorienting at short notice as required.
- First rate interpersonal and communication skills (both oral and written) and an ability to work with senior corporate contacts, external stakeholders and with the academic community.
- Solution focused, with keen attention to detail. A flexible approach, there are core hours, however some delivery is scheduled outside of the business day, and some will require work away from Oxford.
- Comfortable and confident, with a calm professional demeanor a strong personal commitment to customer care, an enthusiasm for meeting people and cross-cultural awareness.
- Demonstrable experience in training and motivating individuals to an improved / advanced level of programme delivery.
- High level of IT literacy and proficiency with standard office software as well as knowledge of project management software, Zoom and Virtual Learning Environments; willingness to learn new skills and approaches.

## 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>.





## 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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[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.

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