

Senior Client Engagement and Delivery Manager

Hybrid (two days per week onsite) Park End Street, Oxford
Grade 8: £50,067- £59,396 per annum including the Oxford University weighting of £1,730 per annum
Fixed term or secondment opportunity until 31 March 2029, full-time (37.5 hours per week)
Reporting to: Director, Government and Public Value-Executive Education
Saïd Business School, Social Sciences Division, University of Oxford



The role

Within Saïd Business School, Executive Education is targeted for significant growth over the next three years. We plan to at least double our revenue, an aim the Client Engagement and Programme Delivery Team will play an important role in delivering.

Reporting to the Director, Client Engagement and Programme Delivery, the Senior Client Engagement and Delivery Manager will ensure the end-to-end services we deliver to our clients are world-class and embed our reputation as a leading global business school within the world's leading university.

A specialist with a proven track record in Client Engagement and/or Programme Delivery, you will be responsible for managing all aspects of the client service that enable the successful execution and seamless delivery of all our learning programmes worldwide, whether it be in-person in one of our Oxford campuses, working at one of our clients' sites, blended or fully online.

The post-holder will be responsible for the project management of all aspects of delivering client learning programmes within Executive Education within the School. This is likely to be delivering customised learning and development initiatives that help our clients achieve their objectives in developing their strategic organisational capabilities and talent. But it may increasingly encompass other types of learning services and interventions as our proposition, product and portfolio adapt to changing market needs and opportunities.

The post-holder will be fully responsible for building and maintaining strong relationships with our clients, ensuring a seamless and exceptional experience from initiation of an agreement through to completion of the agreed services. This will include offering high-quality project management services to deliver agreed programmes of work; coordinating learning design and development activity through our network of design specialists, Faculty, Associate Fellows and Programme Directors; managing the preparation of programmes and all learning activities in the run-up with Programme Managers and Coordinators; and ultimately being accountable for ensuring we meet our obligations to clients and that participants enjoy a seamless learning experience.

The Senior Client Engagement and Delivery Manager will be responsible both for their own portfolio of clients and for leading a small team of Client Engagement and Delivery Managers, Programme Managers and Programme Coordinators, all of whom are engaged in delivering their own successful client programmes.

They will have responsibility for leading their project teams and managing and coordinating planning activity through to delivery execution for all their clients' engagements. This includes creation and management of the project plan, planning key stakeholder meetings, management oversight of all logistics, implementation, management and tracking of all budgets and oversight of programme delivery planning. They will ensure that contracts are in place with their clients and raise Purchase Orders/Work Orders against agreed budgets; they will take primary responsibility for ensuring expenditure is within budget and that the School's interests are protected.

As a Senior Client Engagement and Delivery Manager, you will play a key role in building and maintaining the client and stakeholder relationships required to deliver these learning programmes, with support from the Sales and Customer Relations and Learning Impact and Innovation Teams, as well as our wider community of Faculty and Associate Fellows. Our Sales and Customer Relations Team will be ultimately responsible for growing and expanding our client relationships; nevertheless, the Client Engagement and Delivery Managers will also be engaged in planning to support client retention and deliver growth and encouraged to identify opportunities for cross- and upselling.

Every programme is subjected to formal evaluation by the individual participants and the client organisation. Client satisfaction is a crucial element in the published rankings on which the



School's reputation depends and is a top priority for the post-holder.

As the Senior Client Engagement and Delivery Manager, you will have line management responsibility for a small team of Client Engagement Managers, a Project Management Officer, Programme Managers and Programme Coordinators. This will require you to oversee and manage their workload, development, training and Personal Development Review (PDR) process.

Responsibilities

Leading a portfolio of client engagements

- Have overall operational responsibility for a defined portfolio of clients. The number of clients will be dependent on size of the client business, complexity of project, volume of deliveries etc.

- Work on a number of concurrent client projects, each with its own project plan, outputs and project team members, which they will lead from planning, through preparation and to delivery.

- Lead each client programme team. The Client Engagement and Delivery Manager will take the operational ownership and lead the execution of project services from the design and development phase, through detailed design of the participant journey and timetable though to delivery.

- Create and manage the project plan and all supporting documentation, using internal standard documentation – including producing regular status reports and meeting minutes/notes for all internal and client-related activities for each client programme team.

- Meet and liaise with representatives from the client organisation, ensuring a clear understanding of the client's objectives as well as engagement delivery requirements are communicated effectively to all relevant parties and that the client objectives are considered in all relevant aspects of engagement planning to delivery. There will be a requirement to explain complex and detailed specialist/tailored information to internal and/or external stakeholders in order to finalise/agree programme learning content or operational plans.

Budgets, financials and contracts

- Work closely with the Commercial and Finance teams to manage and track client programme budgets. The post-holder will be responsible for the management of all budgets within their portfolio; these can amount to £3m+ per annum.

- Create and/or develop budgets using the supplied template, 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.

- Contribute to the contract renewal process, working closely with the Sales and Customer Relations team and taking advice from legal advisors as necessary.

- Work with the relevant school officers (e.g. Financial controller) to ensure that appropriate arrangements are made with individuals to secure, induct and remunerate the time of those teaching or undertaking other duties within the programmes in your portfolio.

- Ensure that they, and all programme contributors are aware of any specific contractual issues (e.g. confidentiality) affecting engagement delivery.

Programme delivery oversight

- Take the lead in the booking of internal and external venues; negotiating with suppliers, visiting venues to ensure facilities are suitable to meet both client and programme delivery requirements.



- Manage and oversee arrangements for the delivery of engagements in their portfolio - be they on-site at the School (at either of its Egrove or Park End Street sites) or off-site at client premises or elsewhere, with delivery responsibility for the smooth running of the programme, together with the programme delivery team they are leading.

- Provide guidance and support to Programme Coordinators / Managers on all aspects of planning, logistics and delivery, ensuring outstanding standards and set processes are followed – resulting in Programme Coordinators having robust and detailed project plans and ensuring that they are fulfilling their roles and responsibilities.

- Ensure quality standards in documentation, communications and materials by reviewing key documents to ensure that they are quality-assured.

- Service level scores are monitored on every engagement. The post-holder will be required to ensure that feedback and evaluation scores are collated, summarised and distributed accordingly.

Service delivery excellence

- Uphold and role-model a commitment to delivering exceptional '5-star' service to our clients and customers, ensuring their satisfaction and exceeding their expectations.

- Understand and anticipate client and participant needs, demonstrating a proactive and customer-centric approach throughout the client engagement and programme delivery processes.

- Foster a culture of service excellence within the team, promoting a positive and professional attitude in all client interactions.

- Set high standards for service quality, establishing clear service level agreements (SLAs) and performance targets to measure and track service delivery.

- Continuously evaluate and improve the client experience by seeking feedback, conducting client satisfaction surveys and implementing action plans based on results.

Relationship management

- Develop strong peer-to-peer relationships with client personnel and act as a trusted advisor to client contacts.

- Identify opportunities for upselling or cross-selling additional services or programmes to existing clients based on their evolving needs.

- Collaborate with the Sales and Customer Relations teams to support client retention and deliver growth.

- Stay up-to-date on industry trends and market dynamics, providing insights and recommendations to clients to maximise their programme outcomes.

People management

- Input and contribute to the development of Client Engagement & Programme Delivery, to include aligning team and individual goals with ExecEd and the School's strategic priorities and values, including taking part in the recruitment and development of the team.

- Allocate resource, with a fair and equitable distribution of work.

- Set Personal Development Review (PDR) objectives for your direct reports, as well as inputting into 'by role' objectives for the broader team.

- Hold regular one-to-one meetings with direct reports and ensure that objectives are progressed and reviewed.

- Liaise on work-life balance and any learning or behavioural issues to be addressed.

- Plan and at times lead team meetings to communicate news, share learnings and best



practice and to encourage a sense of camaraderie.

Strategy and leadership

- Build effective strategic relationships across Executive Education and School-wide, with the personal credibility to impact at all levels both internally and externally.

- Demonstrate a strategic and operational understanding of Executive Education and influence at a senior level through planning, preparation and execution of both day-to-day tasks and specific projects and initiatives.

- Manage, input and/or track activities and decisions that are required to ensure an integration of innovative practices within Executive Education.

- Together with relevant colleagues within the team, review resource for the effective delivery of programmes:

  - Peak delivery times

  - Skill set of the team against needs

  - Aim for a level of consistency within project and delivery teams

- Carry out other duties delegated or requested by the Director, Client Engagement & Delivery.



Selection criteria

Essential selection criteria

- Demonstrable experience of project management within a high-performance customer service role; with experience of planning, managing and tracking multiple projects to meet tight deadlines, without compromising quality.

- Experience of managing budgets; in particular experience of building cost elements on projects and tracking actual expenditure against a budget.

- Demonstrable ability to become a subject matter expert to provide advice as well as concise targeted recommendations, finding solutions to guarantee continuous improvement and innovation rather than project the status quo.

- Demonstrable experience as a client relationship manager for global and complex organisations, working in partnership with the client to grow the account.

- Line management experience, as well as working in a project team environment and within matrix structures.

- 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.

- Meticulous approach, solution-focused, with keen attention to detail. Flexible approach to work and the duties – there are core hours, however, delivery is scheduled outside of the core business day, and this, as well as events will require work away from Oxford.

- High level of IT literacy and proficiency with standard office software as well as knowledge of project management software; 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. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. 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://hr.admin.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 How we are run (https://www.ox.ac.uk/about/how-we-are-run).

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.oxford.edu/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 Saïd Business School (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).



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).

The University's Policy on Data Protection is available at 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).

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).

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

The University of Oxford is committed to equal opportunity and to being a place where everyone belongs and is supported to succeed. We recognise how the diversity of our community enriches our ability to deliver on our academic mission.

We welcome applications from individuals from all backgrounds, including those underrepresented within higher education. No applicant or member of staff shall be unlawfully discriminated against on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Employment with the University and progression within employment will be determined according to personal merit and the application of criteria related to the duties and conditions of the post. In all cases, the primary consideration will be the ability to perform the job.

As stated in the University's Equality Policy and Equality, Diversity and Inclusion Strategic Plan, our commitment to equality and diversity goes hand in hand with our commitment to academic freedom and free speech.



Oxford Saïd Exclusive Benefits

Wellbeing initiatives

Oxford Saïd runs a fortnightly Wellbeing Wednesday when staff are encouraged to take time (one hour for full-time staff and half an hour for part-time staff) during the working day to focus on their wellbeing in addition to their lunch break. We also have excellent catering facilities that 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

Spectrum.Life 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

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 Working here (https://www.ox.ac.uk/about/jobs/working-here)

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) and Oxford University Sport (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.

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