Saïd Business School
University of Oxford
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Job description and selection criteria

Job title	Senior Client Engagement and Delivery Manager
Division	Social Sciences
Department	Oxford Saïd Business School Limited
Location	Global Leadership Center & Park End Street, Oxford
Grade and salary	Grade 8
Hours	Full Time (37.5)
Contract type	Contract
Reporting to	Director, Client Engagement & Delivery

Job description

Overview of the role

Within Saïd Business School (SBS), 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 role-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 customized learning and development initiatives that help our clients achieve their objectives in developing their strategic organizational 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 role-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; 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 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 is 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, summarized 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 program 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 programs 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 program 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 request by the Director, Client Engagement & Delivery

Selection criteria

Essential

1. 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.
2. Experience of managing budgets; in particular experience of building cost elements on projects and tracking actual expenditure against a budget.
3. 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.
4. Demonstrable experience as a client relationship manager for global and complex organisations, working in partnership with the client to grow the account.
5. Line management experience, as well as working in a project team environment and within matrix structures.
6. 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.
7. 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.
8. 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.
9. 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.

The University

The University of Oxford is a complex and stimulating organisation, which enjoys an international reputation as a world-class centre of excellence in research and teaching. It employs over 11,000 staff and has a student population of over 22,000.

Our annual income in 2014/15 was £1,429m. Oxford is one of Europe's most innovative and entrepreneurial universities: income from external research contracts exceeds £520m p.a., and more than 80 spin-off companies have been created.

Oxford is a collegiate university, consisting of the central University and colleges. The central University is composed of academic departments and research centres, administrative departments, libraries and museums. There is a highly devolved operational structure, which is split across four academic divisions, Academic Services and University Collections and University Administrative Services. For further information, please see:

www.ox.ac.uk/staff/about_the_university/new_to_the_university/structure_of_university.

For more information please visit http://www.ox.ac.uk/about

Social Sciences Division

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, impactful executive programmes and enhances undergraduate courses.

For more information, please visit http://www.division.ox.ac.uk/

Saïd Business School

The Saïd Business School is renowned globally for its strengths in a number of key financial areas including entrepreneurship, social entrepreneurship, finance and major programme management in particular. We are distinguished from other business schools in that we are an integral part of Oxford University, and benefit from this embeddedness across our programmes, from our undergraduate programme (executed jointly with the Economics Department) to our specialist MSc degrees (in conjunction with both Law and Economics Faculty) to our highly regarded Masters in Business Administration (MBA) and Executive Masters in Business Administration (EMBA) degrees. We are an international and outward-looking School with our course participants coming from more than 50 countries.

We have a growing portfolio of custom, open programmes and accredited diplomas for executives and as a testament to the high quality of these programmes, Saïd Business School has risen to 8th in the World in the combined ranking of Executive Education programmes compiled by the Financial Times, (May, 2020).

Further information on Saïd Business School is available at www.sbs.oxford.edu

Executive Education at Saïd Business School

In recent years our Executive Education activities have grown substantially and we are on track to become a top 5 global provider of Executive Education. The School offers two types of executive programmes: open on-campus and online programmes available to professionals from a wide range of organisations, and custom programmes commissioned by organisations for their own executives.

We are now entering the next stage of growth, providing this exciting opportunity for an experienced professional from the executive education industry.

This aspect of the business is managed through OSBS Ltd, a subsidiary company of the University of Oxford. OSBS Ltd is the employing authority in the case of this post and the key terms and conditions largely mirror those of the University.

General Conditions

The appointment will be a grade 9 and the starting salary of the successful candidate will be fixed according to experience. The appointment will be subject to a [insert length} probationary period. This is a full-time post equivalent to 37.5 hours per week, the actual distribution of those hours to be agreed. The appointment of the nominated candidate will be subject to the satisfactory completion of a medical questionnaire.

The post holder will be entitled to 38 days holiday pro rata (inclusive of public holidays).

The policy and practice of the University of Oxford require that all staff are afforded equal opportunities within employment and that 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. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her sex, marital status, sexual orientation, racial group, disability or age.

All data supplied by applicants will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the University's Data Protection Policy.

Applicants should have evidence of their eligibility to work in the UK. Applicants who would need a work visa if appointed to the post, are asked to note that under the UK's new points-based migration system they will need to demonstrate that they have sufficient points, and in particular that:

(i) They have sufficient English language skills (evidenced by having passed a test in basic English, or coming from a majority English-speaking country, or having taken a degree taught in English)
And
(ii) That they have sufficient funds to maintain themselves and any dependents until they receive their first salary payment

Further information is available at:
http://www.ukba.homeoffice.gov.uk/workingintheuk/tier2/generalarrangements/eligibility/

Working at the University of Oxford
For further information about working at Oxford, please see:
http://www.ox.ac.uk/about_the_university/jobs