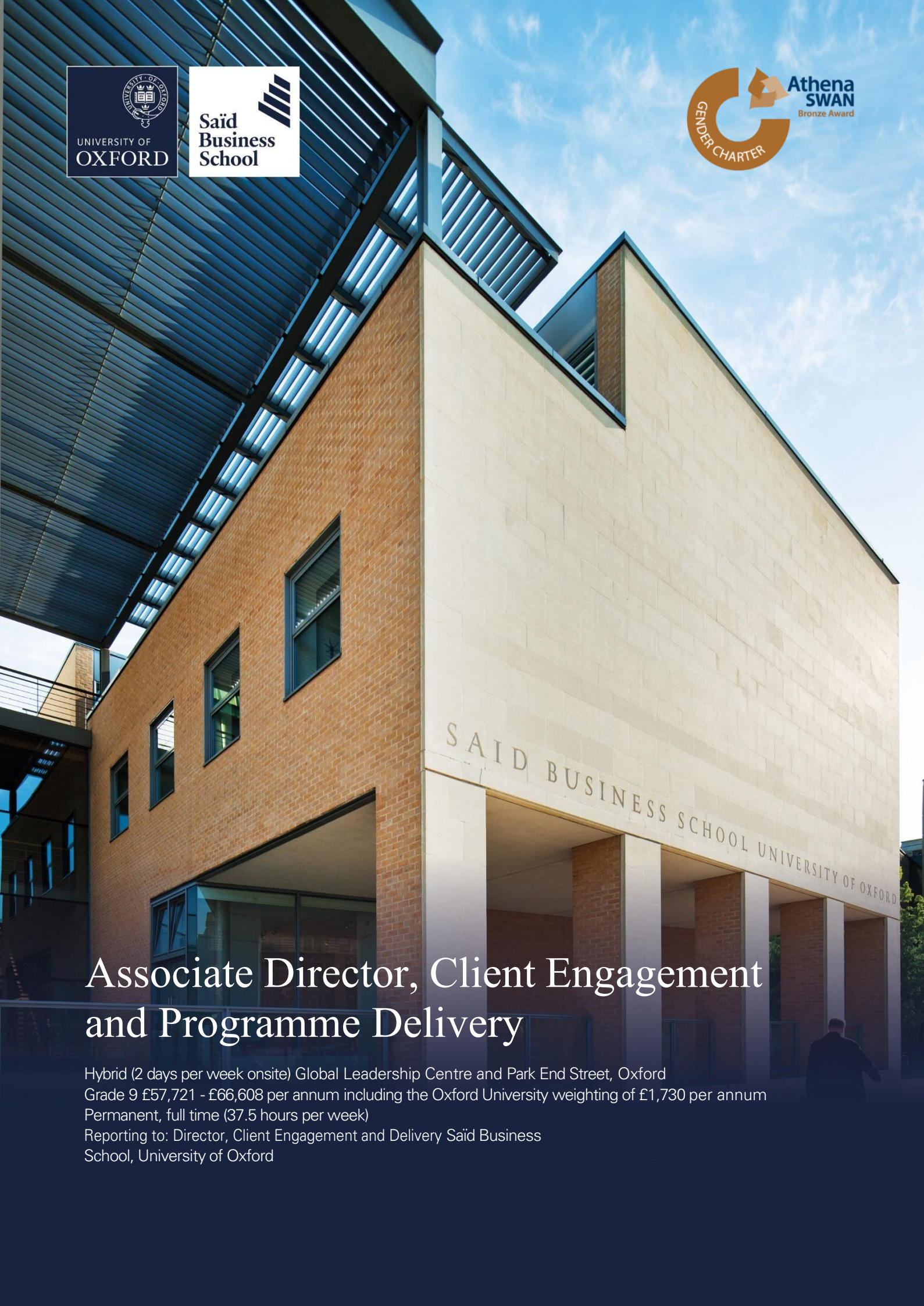


Associate Director, Client Engagement and Programme Delivery

Hybrid (2 days per week onsite) Global Leadership Centre and Park End Street, Oxford
Grade 9 £57,721 - £66,608 per annum including the Oxford University weighting of £1,730 per annum
Permanent, full time (37.5 hours per week)
Reporting to: Director, Client Engagement and Delivery Saïd Business School, University of Oxford



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.

The Associate Director, Client Engagement and Programme Delivery will be pivotal in delivering Executive Education's growth by leading client engagements for new and strategically important client partnerships, developing and maintaining strong relationships with these clients and ensuring an 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 complex 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 ensuring participants enjoy a seamless learning experience during the programme.

The post-holder will be responsible for leading a high-performing team of Client Engagement and Delivery Managers, Programme Managers, Programme Managers and Programme Coordinators. You will role model a culture of service excellence and oversee the successful execution and seamless delivery of all the learning programmes within your portfolio, whether it be in-person on one of our Oxford campuses, working at one of our clients' sites, blended, or fully online. You will lead strategic portfolio and resource planning for our existing and forecast business portfolio, proactively scheduling our client engagements to manage our venue, faculty, and resource availability most effectively.

Working closely with the Director, Client Engagement and Delivery, Associate Director, Process and Operations, and other key stakeholders within Executive Education and the wider School, you will build effective strategic relationships and personal credibility to impact at all levels and to lead the implementation of critical continuous improvement initiatives that will drive operational excellence and embed our reputation as a world-class business school.

Key stakeholders

The postholder must develop and maintain positive, collaborative relationships with a range of stakeholders both inside and outside of Executive Education.

Responsibilities

Client Engagement and Relationship Management

- Manage and oversee a client delivery portfolio team worth c. £6 million annual revenue. this text with responsibility 1.
- Lead as the primary operational relationship manager post-contract for new and strategically important client partnerships with a yearly revenue of £1-2 million.
- Develop and maintain strong relationships with clients, based on trust and professionalism, demonstrating a deep understanding of their needs and objectives.
- Role-model a commitment to delivering exceptional '5-star' service to our clients, ensuring their satisfaction, and exceeding their expectations.
- Conduct regular operational meetings with clients to manage all aspects of programme execution, provide regular updates, and address any concerns or issues.
- Embed strong project governance ensuring all stakeholders are aware of project status, and that risks and issues are well managed.
- Establish strong working relationships with key Faculty and Associate Fellows, demonstrating strong influencing and interpersonal skills.
- Lead regular meetings with internal teams

to understand specific client requirements and ensure effective communication and alignment throughout the programme lifecycle.

- Act as a key interface with the Sales and Customer Relations team, building collaborative ways of working and leading client retention and growth efforts.

Strategic Portfolio and Resource Planning

- Conduct in-depth analysis and mapping of existing and projected client engagements, working with the Client Engagement and Delivery Managers to purposefully schedule future engagements and manage our venue, faculty, and resource availability most effectively.

- Implement and lead resource allocation strategies to optimise productivity and maintain consistent client resourcing.

- Collaborate with cross-functional teams to align strategic planning efforts.

- Allocate resources effectively to ensure a fair and equitable distribution of work.

- Provide regular strategic reports, updates and recommendations on portfolio, space, and resource planning efforts to key stakeholders.

Programme Delivery Excellence

- Lead the development of comprehensive programme delivery plans, including timelines, deliverables, and resource requirements with clients, project teams, Associate Fellows, and faculty.

- Be accountable for the successful execution of the programme deliverables within your and your team's portfolio, providing expert advice and guidance to your project team to ensure that tasks are completed on schedule to the highest standards of quality that align with client expectations.

- Oversee and monitor the progress of programmes within your team's portfolio, identify potential risks or challenges, and develop contingency plans to mitigate them.

- Measure your team's portfolio of programme performances and effectiveness, collect feedback and conduct evaluations to identify and implement areas for improvement.

Continuous Improvement

- Identify and lead opportunities for continuous improvement initiatives that drive operational excellence and ensure that we deliver end-to-end services of unapparelled quality.

- Establish strategic relationships with key stakeholders in Executive Education and cross-functional teams to gather insights and feedback, gain support and successfully implement strategic initiatives.

- Encourage a culture that promotes innovation and transformational change.

- Lead people development initiatives to enhance the teams' skills, knowledge, and confidence.

- Define and evaluate key performance indicators (KPIs) and metrics to measure process performance and track improvements over time.

- Identify and enact operational cost-savings and economies of scale, whilst maintaining a high level of service to the client and participants.

People Leadership and Line Management

- As a people manager (through direct line management as well as matrix management) the Associate Director, Client Engagement and Programme Delivery, will provide inspirational
leadership, motivating their team to deliver work of the highest possible standard.

- Work with the Director, Client Engagement and Programme Delivery to foster a culture of client-centric excellence within the team, promoting a positive and professional attitude in all client interactions.

- Lead on team recruitment, training, and professional development. Identify and implement people strategies that drive

engagement and improve staff retention.

- 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 lead team meetings to communicate news, share learnings and best practice and to encourage a sense of camaraderie.

- Represent the team at the School's monthly managers' meetings.

- Where necessary, deputise for the Director, Client Engagement and Programme Delivery e.g., during annual leave.

This job description is not exhaustive and provides a broad outline of the role and responsibilities. It will therefore develop according to our needs and in consultation with the job holder.

Selection criteria

Essential selection criteria

- Demonstrable experience of managing complex and strategic client relationships, preferably within a similar industry.

- Proven experience of leading a large delivery team through direct line reports and within a matrix structure.

- An effective and collaborative team-worker who can coach and lead teams to develop strong client relationships.

- Excellent interpersonal skills including the ability to collaborate effectively with internal customers and external stakeholders at all levels.

- Robust organisational and project management abilities, with the capacity to handle multiple projects simultaneously and prioritise tasks effectively.

- Detail-oriented with a focus on delivering high-quality results within established timelines.

- Commercially astute, with experience of managing large budgets and leading cost saving initiatives.

- Problem-solving mindset with the ability to navigate challenges and make data-driven decisions.

- Proficiency in using project management tools, collaboration platforms, and other software applications.

- Strong business acumen and understanding of client needs and market dynamics.

Desirable selection criteria

- Bachelor's degree in a relevant field (e.g., Business, Education, Organisational Development). A master's degree is preferred.

- Proven experience in learning and development, innovation management, and impact assessment, preferably in a leadership role.

- Strong understanding of pedagogical principles, curriculum design, and instructional technology.

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://www.ox.ac.uk/about/jobs/explore-our-careers/applications-process/pre-employment-screening).



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 About the University of Oxford (https://www.ox.ac.uk/about).

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.

For existing employees, any employment beyond the retirement age is subject to approval through the procedures. Please see The EJRA (https://unioxfordnexus.sharepoint.com/sites/OXINTRANET-working-here/SitePages/the-ejra.aspx).

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

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 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.



Saïd Business School
University of Oxford
Park End Street
Oxford, OX1 1HP
United Kingdom
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.

Saïd Business School, University of Oxford