Programme Manager

Hybrid (2 days per week onsite) Egrove Park, Kennington
Grade 6: £39,424 - £47,779 per annum including the Oxford University Weighting of £1,730 per annum
Permanent, 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 assisting in the induction, training, and development of new Programme Managers and Programme Support Coordinators, ensuring they reach a good level of competency and become confident in their role. As PM you will be responsible for the planning, preparation, logistics and delivery of programmes, and will initiate contact with relevant parties in accordance with pre-determined timelines.

Programmes are delivered on campus, at client premises (UK and overseas) and virtually, and a demonstrable autonomous and proactive approach is required within this role, as well as flexibility around working hours.

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, and 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/duties

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

- 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 smooth delivery of the programme.

- Where appropriate, proactively take the initiative to chair and lead meetings, drive logistical arrangements, and issue resolutions. 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 building strong, long-lasting working relationships.

- Responsible for the operational planning, management and delivery of programmes and tasks:

- Accommodation, transportation, and catering arrangements for participants. Liaise with speakers / contributors to obtain content requirements and materials.

- Liaise with internal and external suppliers in relation to booking arrangements (hotels, college dinners, AV/IT etc.).

- Populate and update the internal booking system.

- Create and maintain programme specific virtual learning platforms.
- Create and proof all materials, ensuring quality standards in documentation, communications, and programme materials by reviewing for quality assurance.
- Administer the programme evaluation process and utilise feedback to identify ways to make tangible improvements to programme delivery.
- Manage the operational planning and delivery of virtual sessions.
- Demonstrate excellence in the delivery of each programme and deal efficiently with any issues or requests.

- Provide training and support to new team members to ensure that they become competent and capable of delivering high standards of work.
- 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 created, 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.

- 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 Client Engagement and Delivery Manager to manage and track programme budgets, ensuring that expenditure is approved by the relevant parties.
- Assist in providing 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 alongside the Client Engagement and Delivery Manager to ensure that margins are maintained.
- Raise purchase orders and process programme specific invoices.
- 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 demeanour 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
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).

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 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).

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