Job title | Senior Programme Manager - Digital  
---|---
Grade | 9  
Salary range | £41,526 - £52,559  
Staff Group | Academic Related (Unestablished)  
Portfolio/ Team | Operations  
Department / Institution | University of Cambridge Institute for Sustainability Leadership  

**Role Summary**

The University of Cambridge Institute for Sustainability Leadership (CISL) is a globally influential institute, developing leadership and solutions for a sustainable economy. The Institute offers and delivers a wide range of Education, Advisory, Research and Accelerator/Incubator Services, and houses a Centre for Business Transformation, Centre for Sustainable Finance, and Centre for Policy and Industrial Transformation. The Institute benefits from Marketing, Communications, Corporate Relations and Operations functions that underpin the business.

CISL is a department of the School of Technology in the University of Cambridge. It has major corporate and government clients and attracts hundreds of new delegates to its open programmes each year, adding to an international network of individual alumni. CISL has an annual turnover of over £10 million.

We have a brand new, exciting opportunity for an experienced Senior Programme Manager to join CISL’s Operations team. The successful candidate will have responsibility for formulating and delivering a Digital strategy and programme across the Institute and will join a dedicated team which underpins and enables CISL’s ability to achieve high sustainability impact around the world.

As Senior Programme Manager (SPM), you will have responsibility for shaping a multi-year Digital Strategy for CISL, ensuring a programme of activity is prioritised to fuel CISL’s achievement of business objectives. The Institute is rapidly growing as a business, and organisationally, deepening its work with clients and extending its reach around the world in the pursuit of its sustainability vision and mission. The SPM has responsibility for liaising with stakeholders across the Institute to understand Digital requirements, to develop business cases, obtain approval for a range of projects comprising a programme, and for prioritising and implementing this work. Implementation of individual Digital projects will be owned in a combination of ways, including direct project management by the SPM, project management and support by the SPM’s direct team of two, and project management by others “across the matrix” inside CISL and beyond (e.g. others in the University, third parties – contractors and consultants).

The SPM has responsibility for delivering substantial efficiency improvements and simplifying and easing operations across the Institute, which will support staff satisfaction, while delivering significant financial savings (net annual benefit to exceed £150k p.a.). Additionally, the role will support delivery of Digital projects and improvements that will directly contribute to CISL’s ability to market to clients more effectively, in turn leading to incremental income generation.
Over the more immediate term, the SPM will have responsibility for ensuring that CISL’s relocation to a refurbished single-site set of offices in Cambridge is underpinned with the deployment of appropriate digital solutions both internally for CISL staff, and for Accelerator/Incubator and other clients who will use space in the building as part of CISL’s offering.

This role requires strong programme management and project management skills, blending a clear understanding of the business with the ability to determine and apply technical solutions along with facilitating ever-increasing readiness levels within the organisation to adapt to and leverage Digital practices. The role relies on a strategic understanding of CISL’s business objectives, its market and operating context, and internal and external stakeholder and client needs. There must be a strong comprehension of Digital trends, and the ability to take the best of these features that are commercially viable, to incorporate them into the strategy.
Key Responsibilities

This section details, but is not an exhaustive list, of the specific activities or obligations for which we require and hold the role accountable.

Shaping and Implementing CISL’s Digital Strategy

- This responsibility involves collaborating across and beyond the Institute to ensure a fully aligned approach is agreed, and which matches the high ambition of the Institute. The SPM will work with all levels of the organisation, from staff users to Executive Board, and has the responsibility for influencing and driving agreement on the Digital programme and deliverables.

Business Case Development

- Taking ownership for the scoping of project ideas and proposals, and for developing appropriate business cases whilst considering CISL’s business strategy.

- Responsible for benchmarking and incorporating an appropriate external view (e.g. at University level, or beyond in the market/industry more broadly) to inform the business cases, as well as a balanced internal view from within the Institute. The work will extend to presenting to and obtaining approval from CISL stakeholders to secure support, investment and resources as required in order to mobilise the projects.

Programme Management

- Oversees the sound and successful management of the overall Digital programme, adopting a structured approach, and ensuring clarity of project implementation, tracking and reporting.

- Responsible for an effective governance framework to guide the programme, support the work and required decisions, and to resolve escalated risks and issues.

- This role will have elements of matrix management in support of the programme, involving direct team members, staff across CISL, and beyond (University level and third parties).

- Integration into the Digital programme of aspects residing elsewhere in CISL, including requirements coming out of content management of the CISL website performed by the Webmaster within Corporate Relations and Communications, and course content development performed by the Education team for remote learning via the Learning Management System. The role manages matrix organisation involvement as appropriate to achieve the best overall outcomes for the Institute.

Project Management

- Direct project management of some elements of the Digital programme, and responsible for utilising a robust and effective project methodology to deliver targeted results.

- The SPM will manage individual project resources to achieve project objectives.
Digital Projects

- Responsible for the delivery of a range of Digital projects as part of the overall programme. Subject to business case approval, these are likely for instance to include:
  - CRM enhancement (working across the organisation as appropriate to develop the ability to use the CRM that is in the process of being implemented in 2019, and to scope, agree and implement a second phase to enhance existing and introduce further functionality).
  - Implementing collaboration tools (e.g. SharePoint, Teams).
  - Workflow implementation (including business process improvement and transferring to an automated electronic system optimally to flow work, facilitate efficiency of approvals, store work etc.)
  - Online Learning tool development.
  - Project and Resource Management tools.
  - Dashboard reporting for KPIs and KRIs.
  - Leveraging and influencing University initiatives that will benefit CISL (e.g. ourcambridge, Central Administration and UIS initiatives).

Productivity

- The SPM is also responsible for delivering significant productivity benefits from the Digital programme across CISL. This will be achieved through:
  - Introducing technologies, processes and practices that will generate a step-change in efficiency.
  - Delivering on continual improvement through better use of existing tools, processes and practices.
  - Ensuring the progressive deployment of technology in CISL is matched by an improvement in underlying business processes (this responsibility extends to leading end-to-end process reviews, mapping, streamlining and documenting them, and then to adoption of Digital solutions to move to electronic flow and automation to create an overall improvement in the ease and efficiency of the process).
  - Maintaining operational and data standards across systems and tools.
  - Leading cultural and behavioural change across CISL to increase the willingness and ability of staff to utilise new systems and tools in the best way (this responsibility extends to developing and managing effective communications relating to the Digital Strategy and programme, and to organising and deploying training as appropriate to improve staff readiness levels).
The Client Dimension

- Responsible for working with the CISL Services, Centres, Marketing, Communications, Corporate Relations and Operations as necessary in order to afford the right level of priority to client-related deliverables. E.g. Online Learning Management System development, app development.

Strategy, Planning and Budget Management

- Contributing to the Operations annual process for updating strategy, planning and budgeting, ensuring that Digital requirements and proposals are well-conceived and presented. The role will translate agreement of the strategy, plan and budget into the formation of a schedule of activity within the Digital programme, creating a prioritisation and phasing of work accompanied by a suitable resourcing plan.

- Budget management will include a cyclical (e.g. monthly) process of financial review relating to the Digital programme. Financial responsibility extends beyond budget management to the tracking and reporting of financial outcomes of projects, cross-checking progress against business case commitments, and driving results accordingly. Sound budget management will also include obtaining strong value for money and return from investments, such as agreeing favourable commercial terms with suppliers, securing keenly priced third-party support of a project’s implementation, etc.

Line Management and Resourcing

- Responsible for all line management within the Digital team in Operations, including all aspects of team and individual development. The role therefore also includes the management of core HR processes, and for Talent Development and Succession Planning within the unit. The role is responsible for achieving strong employee engagement within the unit and, as a senior member of CISL and Operations, supporting broader employee satisfaction.

- The role will determine resourcing requirements for all projects and activities within the Digital programme, including those where external/third party/temporary resourcing is needed. Responsibility extends to recruiting/engaging resources as required to enable successful implementation of agreed work.

KPIs

- Development of a range of metrics to support the reporting of programme progress and level of positive impact on and support of CISL. E.g. “% Straight Through Processing”, “% Paperless”, “Time Per Case”.

Risk & Controls

- Responsible for ensuring that at the heart of the Digital programme there is robust coverage of all relevant Risks & Controls, including all University and regulatory requirements. This includes providing for and implementing appropriate measures to meet information security obligations. This will extend to data security, appropriate storage and retrieval abilities, version control, all within a relevant
structure and standardised framework.

- Given the centrality of this dimension to the Digital Strategy, the role has responsibility for GDPR requirements across CISL.

- The role also has responsibility for implementing Digital projects that incorporate appropriate measures to allow for Business Continuity.


Person Profile

This section details the knowledge, skills and experience we require for the role.

Education & qualifications

- GCSE (including English and Maths) and A-Level qualifications.
- Educated to degree level. *(Desirable)*
- Programme Management and/or Project Management and/or Change Management qualification. *(Desirable)*

Relevant experience

- Complex programme management that combines the interfaces between business requirements, technical solutions, and organisational readiness.
- Board/Executive level stakeholder management to shape strategy and secure agreement on a programme of work.
- Market benchmarking of approaches and solutions, to inform strategy and programme planning.
- Commercial experience, from business case construction to negotiation with and management of third parties to generate best value for money.
- Digital strategy, and conversion from strategy to programme implementation.
- Programme and project cost management to a significant level.
- Creating and implementing mechanisms to track and report on project benefits.
- Management experience of working in rapidly growing, complex and diverse organisations.
- Matrix management within a programme and/or project environment.
- Experience of differing technical implementations and/or programmes to optimise usage of existing technical solutions (e.g. CRM, workflow, collaboration tools, customer tools).
- Working with international teams. *(Desirable)*

Skills

- Strong, demonstrable programme management skills.
- Excellent project management skills to deliver complex business and technical multi-stakeholder projects to meet business needs.
- Articulate, with well-honed verbal and written communication skills.
- Technical skills with the ability to translate technical detail into effective communications for stakeholders and users.
- Team management and employee engagement.
- Superior organisational skills.
- Spreadsheetsing and modelling skills.
- Presentation skills.
- Influencing and negotiating skills.
- Detail oriented with the ability to envision the big picture, linking the two.
- Positive, energetic approach, encouraging others to achieve success.
- High emotional intelligence.

Additional requirements

- A demonstrable interest in Sustainability and committed to the values that underpin CISL’s work
Terms and Conditions

<table>
<thead>
<tr>
<th>Location</th>
<th>CISL Cambridge, 1 Trumpington Street, Cambridge, CB2 1QA, UK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working pattern</td>
<td>Full-time</td>
</tr>
<tr>
<td>Hours of work</td>
<td>There are no formal conditions relating to hours and times of work but are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your head of institution.</td>
</tr>
<tr>
<td>Length of appointment</td>
<td>Permanent</td>
</tr>
<tr>
<td>Probation period</td>
<td>9 months</td>
</tr>
<tr>
<td>Annual leave</td>
<td>Full time employees are entitled to annual paid leave of 33 days, plus public holidays. 3 days exclusive of public holidays must be taken during the period when CISL closes over Christmas to New Year.</td>
</tr>
<tr>
<td>Pension eligibility</td>
<td>You will automatically be enrolled to become a member of the Universities Superannuation Scheme (USS). For further information please visit: <a href="http://www.pensions.admin.cam.ac.uk/">www.pensions.admin.cam.ac.uk</a></td>
</tr>
<tr>
<td>Retirement age</td>
<td>The University does not operate a retirement age for Unestablished Academic Related staff.</td>
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Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the [Right to Work page](http://www.pensions.admin.cam.ac.uk/) within the ‘Applying for a job’ section of the University’s Job Opportunities pages helpful.

Application Process

To submit an application for this vacancy, please click on the link in the ‘Apply online’ section of the advert published on the University’s Job Opportunities pages. This will route you to the University’s Web Recruitment System, where you will need to register an account, if you have not already, and log in before completing the online application form.

If you have any questions about this vacancy or the application process, please contact the CISL Human Resources team at human.resources@cisl.cam.ac.uk.
General Information

The University of Cambridge Institute for Sustainability Leadership

The University of Cambridge Institute for Sustainability Leadership (CISL) is a globally influential Institute developing leadership and solutions for a sustainable economy.

Our Rewiring the Economy framework shows how the economy can be ‘rewired’, through focused collaboration between business, government and finance institutions, to deliver positive outcomes for people and environment in pursuit of the UN Sustainable Development Goals (SDGs).

For over three decades we have built individual and organisational leadership capacity and capabilities, and created industry-leading collaborations, to catalyse change and accelerate the path to a sustainable economy. Our Rewiring Leadership framework sets out our model for the leadership needed to achieve this.

Our interdisciplinary research engagement builds the evidence base for practical action, through a focus on six cross-cutting themes critical to the delivery of the SDGs: sustainable finance, economic innovation, inclusive development, natural capital, future cities and leadership.

What we do

- Build the leadership capacity of individuals to create the future we want through executive and graduate education.

- Develop the capability of organisations and regions to lead this transition through our advisory services and customised programmes.

- Our work is underpinned by multidisciplinary research and grounded in practitioner insights from exceptional people from business, policy, civil society and academia.

- Catalyse innovation and solutions through our business and policy leaders groups, and working with individual organisations.

- Facilitate collaboration and dialogue across conventional boundaries through our business and policy leaders groups.

Who we work with

Each year we work with business, government and finance leaders in over 250 organisations including consumer brands, global banks and national governments, attracting more than 1,200 delegates into our programmes. The Unilever Young Entrepreneurs Awards, delivered by Unilever and CISL, help young sustainability entrepreneurs achieve scale for impact.

Our core activities are supported by our Strategic Partners, a small group of leading businesses who commit funds and advice to ensure our work is focused on the most material challenges and on the areas of greatest potential impact.

A global Network for change

We have a leadership Network of over 8,000 senior leaders and practitioners from business, government and civil society who have an impact in every sector and on every continent.
Our work also draws upon an expert group of Fellows and Senior Associates, comprised of business leaders, academics and other influential thinkers who have direct experience of working to address sustainability challenges.

HRH The Prince of Wales is our Royal Founding Patron and has inspired and supported many of our initiatives including The Prince of Wales Global Sustainability Fellowship Programme, The Prince of Wales’s Business & Sustainability Programme, and The Prince of Wales’s Corporate Leaders Group.

Where we work

We operate in countries across six global regions – UK and Europe, sub-Saharan Africa, Latin America, Asia and the Middle East. We have offices in Cambridge, Brussels and Cape Town, with delivery partners in Beijing, Chile, Melbourne and the UAE.

The University of Cambridge

The University is one of the world’s leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are an excellent resource for researchers, students and members of the public representing one of the country’s highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow. The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources in both widening access and financial support.

The 31 Colleges are self-governing, separate legal entities that appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University’s estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany’s Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University’s make-up.

There is much more information about the University at http://www.cam.ac.uk/univ/works/index.html that we hope you will find helpful.
What the University can offer you

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

CAMbens employee benefits

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University of Cambridge.

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees’ work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. In addition, our Ofsted rated ‘outstanding’ workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people.

Your wellbeing

The University’s Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose.

The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to donate to charity.
Relocating to Cambridge

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development and how to apply please visit the website https://www.hr.admin.cam.ac.uk/hr-staff/information-new-starters/accommodation-service

Equality & diversity

The University has a vibrant and varied community. We support and encourage under-represented groups and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: http://www.equality.admin.cam.ac.uk/

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University’s values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

Equality of Opportunity at the University

We are committed to a proactive approach to equality, which includes supporting and encouraging all under-represented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

We have various diversity networks to help us progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, we ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2013 and we hold an Athena SWAN silver award at organisation level for promoting women in Science, Technology, Engineering and Medicine.

We are supportive of staff with caring responsibilities, such as through our flexible working, career break and returning carer’s schemes. We encourage individuals to include details of any breaks in employment due to caring responsibilities in applications for employment so that these can be taken into consideration in assessments made, where appropriate.

Information if you have a Disability

The University welcomes applications from individuals with disabilities and we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so, and, if successful, to assist them
during their employment. Information for disabled applicants is available at
http://www.admin.cam.ac.uk/offices/hr/staff/disabled/.

We encourage you to declare any disability that you may have, and any reasonable adjustments that you
may require, in the section provided for this purpose in the application form. This will enable us to
accommodate your needs throughout the process as required. However, applicants and employees may
declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact the CISL
Human Resources team, who are responsible for recruitment to this position, on +44 1223 768814 or by
email human.resources@cisl.cam.ac.uk.