

Job title	Programme Manager, ELearning
Grade	8
Annual salary range	£36,914 - £49,553
Staff Group	Academic Related (Unestablished)
Portfolio	Digital Learning
Institution	University of Cambridge Institute for Sustainability Leadership

## Role summary

The University of Cambridge Institute for Sustainability Leadership (CISL) has been at the forefront of defining and catalysing the leadership needed for a sustainable economy for nearly 30 years. Nearly 8,000 executives and practitioners have participated in our educational programmes that seek to empower and develop leaders who will drive change to create the future we want.

CISL is an Institute within the University of Cambridge. We work, both with individual companies and by convening groups of leading companies and policymakers, on issues such as sustainable urbanisation, inclusive development, business innovation, sustainable production and consumption, and climate change policy. Our model of working gives us a deep understanding of the strategic issues faced by companies and leaders as they attempt to align their strategy and action with the future we want.

The Institute's executive education services offer customised face to face seminars, workshops and consultancy services, but in addition we have a rapidly growing portfolio of popular elearning products and services. These respond to an increasing demand from business clients and individuals who need to operate in today's dynamic knowledge-based business environment and have to acquire and apply new knowledge rapidly and at scale. This new generations of learners are demanding accessible and stimulating learning experiences that they can engage with, at a pace that suits their lifestyle and using technologies and media with which they are familiar.

The Programme Manager will be responsible for applying their skills and expertise to lead the production of CISL's elearning products and services. They will collaborate with CISL partners to respond to a growing global demand from individuals and organisations for accessible and high quality elearning courses in areas where CISL has expertise. They will also engage with senior leaders to understand our clients' unique needs and priorities, then manage the process of creating a bespoke product from design through to delivery to effectively meet those needs. The role also contributes to ongoing business development through research, analysis and the creation of successful proposals to clients and other organisations.

The successful candidate will identify and consult with clients, thought leaders and experts to inform the content of products and services and work with Directors to ensure they are delivered to the highest quality client satisfaction. They will also support the Director of elearning to implement and update CISL's elearning strategy, incorporating the latest technologies and innovative approaches.

## 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.*

---

### Managing programme development, delivery and evaluation

---

- Manages the design, development, delivery and evaluation of a portfolio of exciting programmes to high quality standards, meeting market needs on time and within budget.
  - Manages the ongoing design and development of programme content and structure. Identifies potential contributors and content. This includes continuous review of programme content and structure to ensure that a programme, once designed, remains relevant and appropriate for the learners and achieves the intended impact.
  - Creates for approval and monitors budgets for programmes within their portfolio as part of the development/and or delivery process. Accounts to project directors for variances and draws to the attention of others where their action may have a significant effect on the financial position of a programme.
  - Manages the CISL project team responsible for marketing and delivering each programme within their portfolio.
  - Manages relationships, including contracts, briefings and ongoing liaison, with programme delivery partners.
  - Facilitates conversations with, and delivers presentations to clients, commissioners, learners/participants, suppliers, partners and other stakeholders and represents CISL at external events.
  - Manages the production of documentation required for programmes, which includes articles, blogs and reports for external communication purposes.
- 

### Business and product development

---

- Develops new and existing relationships in order to extend the scope of current programmes within their portfolio.
- Draws on their experience of managing CISL's existing programmes to support Directors in their development of new programmes.
- May be responsible for the development of a new programme where the programme is an adaptation of an existing model or a sub-element of an existing model, such as an online component blended with a face-to-face programme.
- Develops and/or maintains an understanding of relevant market sectors and subject areas to ensure CISL's existing programmes remain current and assists in the preparation of bids and proposals to secure new business and funding.
- Designs and conducts, in consultation with the Directors, product and process research and development in appropriate areas.

- Develops sponsorship and fundraising strategies and proposals to support new and existing programmes within this/her portfolio. Occasionally takes responsibility for implementing the strategy and manages selected key sponsorship relationships.
- 

### **Marketing and client management**

---

- Contributes to the development and implementation of the team's marketing and corporate relations strategy.
  - Commissions, reviews and approves (with reference to the Director, as appropriate) marketing and communications strategies for own programmes, monitors progress and ensures delivery.
  - Occasionally undertakes direct responsibility for specific client relationships, where a relationship requires more senior handling, and greater depth of understanding of CISL's programmes than marketing team members are able to provide.
  - Represents CISL where appropriate, through participation in external events and meetings to raise the profile of CISL and its products and services.
  - Initiates and develops contacts (within the University and elsewhere) to support CISL's strategic objectives.
- 

### **Processes, procedures and systems**

---

- Contributes towards the development of CISL's financial management and reporting systems as required.
  - Contributes to the staffing strategy for relevant project teams within CISL.
  - Undertakes responsibility for developing specific CISL-wide strategies and systems where appropriate, e.g. project evaluation system, faculty management systems, processes to ensure consistency of curriculum across relevant programmes.
  - Ensures compliance with established financial management systems within own areas of operation.
  - Delivers an agreed area on the business plan, accountable to Director of eLearning.
  - Accountable to Director of eLearning for variations in financial and management information reports (budgets v actual).
  - Complies with national, University and CISL GDPR Policies, Health & Safety Regulations and Policy, and University and CISL Environmental Regulations and Policy.
-

## Person profile

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

---

### Education and qualifications

- Educated to degree level or equivalent
  - Vocational qualification(s) or completed courses in a relevant field such as digital media design, public relations, social media, elearning design and corporate communication (desirable).
- 

### Relevant experience

- Experience of leading and/or delivering a successful creative media initiative for a client or organisation.
  - Good all-round understanding of how to create powerful and engaging narratives that influence others
  - Developing and/or maintaining an enthusiasm and interest in the latest technology developments in areas such as social media, digital entertainment, big data and virtual reality.
  - Ability to research and present complex content to a variety of audiences.
  - Experience of working in a fast-paced environment as part of a project team.
  - Experience of working with elearning platforms and other digital education delivery tools (desirable).
  - Experience supporting business and financial institutions with sustainability services (desirable).
- 

### Interpersonal and communication skills

- Good relationship management skills and ability to grow and maintain relationships with clients, delivery partners and subject matter experts.
  - Excellent written communication skills and an ability to influence others through powerful verbal and visual narratives, highly proficient in spoken and written English.
  - Ability to deliver presentations, briefings and training sessions with a strong, engaging narrative to clients, partners and learners on aspects of elearning, leadership and sustainability.
  - Strong analytical, project management and organisational skills with excellent attention to detail.
  - Ability to work on own initiative and manage competing priorities.
-

	<ul style="list-style-type: none"> <li>• High level of competence across new technologies such as social media, online tools, apps and other software packages.</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• A demonstrable interest in sustainability and committed to the values that underpin CISL's work.</li> <li>• Ability to travel internationally (desirable).</li> </ul>

## Terms and Conditions

<b>Location</b>	CISL Cambridge, 1 Trumpington street, Cambridge, CB2 1QA, UK
<b>Working pattern</b>	Full time
<b>Hours of work</b>	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.
<b>Length of appointment</b>	Permanent
<b>Probation period</b>	9 months
<b>Annual leave</b>	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.
<b>Pension eligibility</b>	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>
<b>Retirement age</b>	The University does not operate a retirement age for Unestablished Academic Related staff

## 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](#) 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](mailto: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 12237 68814 or by email [human.resources@cisl.cam.ac.uk](mailto:human.resources@cisl.cam.ac.uk).