Role Summary

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

As Project Coordinator, you will provide administrative and event support in the preparation and delivery of face-to-face programmes, events and online courses.

CISL is a globally influential institute within the University of Cambridge working on a mission to develop leadership and solutions towards a sustainable economy. The team works with leading organisations to develop and explore opportunities for sustainable business and to build practical approaches to driving change. Through executive and online education programmes, as well as highly customised initiatives, we provide access to the latest evidence and cross-disciplinary thinking, decision-making tools and approaches to developing sustainable business models.

You will work primarily with the Project Managers and Coordinators in the Executive Programmes team to ensure that programmes are delivered in a timely and efficient manner, achieve their objectives and are delivered to a high standard. Programmes mainly take place at Cambridge colleges as well as client locations. You will interact with clients and delegates on a regular basis and you will be liaising with our faculty, contributors and suppliers. You will be working with the Finance team and external parties to issue invoices and other financial documents using the University finance system. You will be joining a dynamic, social team passionate about customer service and interacting with people.
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.

Project Management and Delivery

- Implements and maintains appropriate administrative systems for assigned programmes
- Facilitates the information flows that are required for the successful delivery of assigned programmes
- Devises and prepares appropriate materials to support assigned programmes (excluding the materials required for programme development)
- Constructs a delegate programme from the faculty programme
- Provisions the programme to the standard required by the Programme Manager whilst maintaining CISL’s values in respect of ethics and sustainability down the supply chain
- Develops an administrative programme to underpin each event by ordering the process whereby the learning experience is delivered
- Agrees the administrative programme with the venue
- Designs and refines analytical tools to present evaluation data in the most useful form
- Co-ordinates all aspects of the individual websites/learning zones of assigned programmes
- Co-ordinates the accreditation process on assigned programmes
- Briefs and liaises with all sub-contractors to ensure that they attain the high standard that the department requires
- Manipulates the CRM system to meet marketing and operational requirements
- Maintains the CRM system so that it is always up to date and accurate
- Attends events (which may be held anywhere in the world) and takes personal responsibility and accountability for the operational aspects
- Supports one or more Programme Managers in the management of existing programmes, e.g. drafts invitations to speakers, organises meetings, prepares an outline programme, updates a budget. May include occasionally taking responsibility for management of small projects.

Marketing

- Implement the marketing strategies for CISL’s existing programmes, products and services. Regularly plays a role in developing a marketing strategy (e.g. collating relevant data for inclusion in the strategy paper, convening and attending the strategy planning meeting, revising the strategy paper post-meeting)
- Analyse CISL’s existing database of contacts against the targets agreed in the marketing strategy with the aim of highlighting targets to be marketed to, and identifying gaps where more targets are required. (e.g. if the marketing strategy specifies a target of recruiting 6 German delegates in the automotive industry for a particular event, the role holder must work out how many potential targets already exist in CISL’s database)
- Research new contacts to add to CISL’s database in order to achieve marketing targets for specific marketing campaigns.
- Prepare databases of contacts to be mailed. Propose (for approval by the Project Manager) the format of communication each set of contacts should receive (e.g. hard copy mailing or email)
- Draft marketing approach letters and emails, drawing on existing templates, to be approved by the Programme Manager.
• Organise the distribution of marketing approaches, either via group email, or via hard copy letter and brochure. In the case of the latter, liaison with a mailing house to book in the work and arrangement payment.
• Liaise with the project managers and others in the team to identify key prospects to be followed up by the role-holder.
• Email, and subsequently telephone key prospects to ensure they received the marketing materials, explore the possibility of them or a colleague attending the programme. Where appropriate, find out who the key decision makers are within the company and what sustainability education the company already undertakes.
• Place adverts/notices for the relevant programme on any websites and in any publications identified in the marketing strategy. Text of adverts/notices to be drafted by the role holder and approved by the Programme Manager.
• Liaise with nominators/nominees to ensure that each application to join a programme is accompanied by the appropriate supporting material.
• Review the programme’s inbox and field enquiries, either by responding directly, or by passing the enquiry on to a senior colleague.
• Assess nominations received and handle each one appropriately, e.g. prepare it for selection panel review, respond to say that key information is missing, or that the nomination is inadequate, or pass to a senior colleague to handle.
• Prepare nominations to be reviewed by the selection panel, liaise with the members of the panel, convey decisions to nominees, liaise with the operations team re handover of delegates from marketing to operations.
• Keep marketing systems fully updated at all stages of the marketing process.
• Has an input into the appropriateness and efficacy of marketing systems, and may refine elements of the system, but is not responsible for developing systems.

External Relations and Client Management

• Initiates and develops external contacts as well as contacts within the University; in writing, by telephone and face to face
• Represents CISL and its values to these contacts
• Develops and deepens relationships whilst running events
• Responds to internal and external requests for information
• Undertakes the co-ordination of CISL’s relationship with a number of clients or prospective clients
• Is consulted re the appropriateness and efficacy of the corporate relations system, but is not responsible for developing the system

Market Intelligence

• Collects, analyses, records and distributes (as appropriate) information relating to the market for CISL’s products. e.g. researches and identifies journals whose target audiences are aligned with CISL’s target audiences
• Researches and identifies competitor programmes, analyses the strengths and weaknesses of these programmes and prepares a file on each competitor

Financial Management

• Provides data to Programme Managers relating to operational elements of budgets
• Assists Programme Manager with the financial monitoring of the project, alerting accountable personnel to potential and/or actual variances
- Ensures costs are within budgetary limits
- Prepares purchase orders for approval by senior members of the team.

**General**

- Complies with basic administrative requirements, e.g. completes timesheet each week, attends team and staff meetings.
- Is prepared occasionally to work week-ends and evenings and to travel abroad if required
- Provides general administrative support as required
- Complies with, contributes to the development of, and implements management, financial, academic and operational quality control systems and procedures as appropriate

**Health, Safety & Environment**

- Complies with the University & CISL H&S Regulations and Policy
- Complies with the University & CISL's Environmental Regulations and Policy
- Ensures that these regulations and policies are followed when working with external contractors
Person Profile
This section details the knowledge, skills and experience we require for the role.

Education & qualifications
- Degree level or equivalent.

Relevant experience
- Demonstrable competence in the use of Microsoft Word, Excel and PowerPoint
- Relationship management experience (proven ability to communicate and maintain ongoing relationships with senior professionals)
- Previous experience of event management (desirable)
- Familiarity and confidence in manipulating databases (desirable)
- Confidence in monitoring the financial aspects of ongoing projects (desirable)
- Experience in the administration of websites/learning zones (desirable)
- Previous experience of working within a project team (desirable)
- Some knowledge of and sympathy with the principles of Sustainable Development (desirable)

Interpersonal & communication skills
- High standard of attention to detail
- Excellent written and verbal communication skills

Additional requirements
- A demonstrable interest in Sustainability and committed to the values that underpin CISL's work.

Terms and Conditions

Location
CISL Cambridge, 1 Trumpington Street, Cambridge, CB2 1QA, UK

Working pattern
Full time

Hours of work
36.5 hours per week

Length of appointment
Permanent

Probation period
6 months

Annual leave
Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. 3 days exclusive of public holidays must be taken during the period when CISL closes over Christmas to New Year.

Pension eligibility
You will automatically be enrolled to become a member of Cambridge University Assistants' Contributory Pension Scheme (CPS).

Pension scheme details are available at http://www.pensions.admin.cam.ac.uk/.

Retirement age
The University does not operate a retirement age for Assistant 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.

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.