Senior Programme Manager
Cambridge Institute for Sustainability Leadership (CISL)

Closing Date: Sunday 8\textsuperscript{th} March 2020
Job Reference: EN22468
Senior Programme Manager

Purpose of the role

The Institute’s executive education services include executive seminars, customised programmes, online courses and consultancy. The team works with approximately 80 major corporate and Government clients, and 3,000 individual students each year. CISL’s programmes are designed and led by the CISL team, involving the Institute’s Fellows and Associates – and wider network of subject experts - as faculty, tutors, facilitators and guest contributors.

The role of Senior Programme Manager involves managing a broad range of executive level programmes from the planning stage through to delivery and evaluation. The role contributes to business development through research, analysis and the development of proposals, including responsibility for senior client management and delivery against business development targets for own clients.

Key responsibilities

- Managing the development, delivery and evaluation of a portfolio of programmes to high quality standards, meeting market needs on time and within budget.
- Managing the ongoing development of programme content and structure. Drawing upon relevant developments in research, practice and pedagogy to ensure high impact programmes.
- Business and product development, including the development of new relationships and propositions.
- Marketing and client management, including building and deepening relationships with key portfolio clients
- Commissioning, reviewing and approving marketing and communications strategies for own programmes, monitoring progress and ensuring delivery.
- Serving as a content expert within CISL and in the context of external events and initiatives.
- Providing oversight of programme management processes, including inducting, guiding and supervising new managers to ensure the highest levels of quality and client satisfaction.
# Person Specification

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<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Education</strong></td>
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<tr>
<td>Educated to degree level or equivalent</td>
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<tr>
<td>Educated to Master’s level in a relevant field (desirable).</td>
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<td><strong>Relevant experience</strong></td>
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<td>Experience developing and delivering projects for client organisations.</td>
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<td>Good all-round understanding of sustainability issues and how they affect business leadership.</td>
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<td>Experience supporting business and financial institutions with sustainability services (desirable).</td>
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<td>Experience of designing and/or delivering executive courses (desirable).</td>
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<td><strong>Interpersonal and communication skills</strong></td>
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<td>Good relationship management skills and ability to grow and maintain relationships with clients, delivery partners and subject matter experts.</td>
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<td>Excellent written and oral communication skills, including presentation skills, highly proficient in spoken and written English.</td>
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<td>Ability to identify the strategic commercial, operational and reputational implications of the changing context of organisations.</td>
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<td>Strong analytical, project management and organisational skills with excellent attention to detail.</td>
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<td>High level of competence across standard office software packages.</td>
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<td>Effective team and line manager</td>
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<td><strong>Additional requirements</strong></td>
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<td>A demonstrable interest in Sustainability and committed to the values that underpin CISL's work.</td>
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<td>Ability to travel internationally (desirable).</td>
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 Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement.

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Level</th>
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<tr>
<td>Valuing Diversity</td>
<td>A</td>
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<tr>
<td>Achieving Results</td>
<td>B</td>
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<tr>
<td>Communication</td>
<td>A</td>
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<tr>
<td>Innovation and Change</td>
<td>B</td>
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<tr>
<td>Negotiating and Influencing</td>
<td>B</td>
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<td>People Development</td>
<td>A</td>
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<tr>
<td>Relationship Building</td>
<td>B</td>
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<tr>
<td>Strategic Focus</td>
<td>A</td>
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About CISL

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 the 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.
About CISL

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 3,000 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 Chile, Melbourne and the UAE.
Terms of Appointment

Tenure and probation
Appointment will be made on a permanent basis. Appointments will be subject to satisfactory completion of a probationary period of 9 months.

Hours of Work and Working Pattern
The hours of work for the position are full-time, working Monday – Friday.

Pension
You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk.

Annual leave
Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro-rated based on days worked.

Pre-employment checks

Right to work in the UK
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.

Health declaration
Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications
The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References
- offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability
The University welcomes applications from individuals with disabilities. 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 Department Administrator, who is responsible for recruitment to this position.
The University of Cambridge is one of the world’s oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world’s leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.
About Us

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 a world-class 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 £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 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 both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which 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.

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.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019
Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.**

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

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.

**Equality & diversity**

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. 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/](http://www.equality.admin.cam.ac.uk/)

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University’s Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.
Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support
The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit https://www.accommodation.cam.ac.uk/relocation. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service
The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit https://www.accommodation.cam.ac.uk/
What Cambridge can offer

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.

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 make monthly donations to charity.

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 and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables 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.
What Cambridge can offer

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.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: https://www.childcare.admin.cam.ac.uk/

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. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: https://www.opda.cam.ac.uk/

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.

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.
How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to our Human Resources team:

Email: Human.Resources@cisl.cam.ac.uk
Tel: 01223 768814

The closing date for applications is: Sunday 8th March 2020.