



Job description and selection criteria

Job title	Programme Coordinator (Major Projects)
Division	Social Sciences
Department	Saïd Business School
Location	Egrove Park, Kennington & Park End Street, Oxford
Grade and salary	G5 £27,131 - £32,348 per annum
Hours	36.25 per week (excluding breaks)
Contract type	2-year fixed term
Reporting to	Operations Manager

Overview of the Role

You will be responsible for the planning, preparation, logistics and delivery of programmes for a strategic Custom client, reporting to a manager within our Executive Education Programme Services team. The Programme Coordinator will have an allocated portfolio of programmes and will be the driving force behind the planning, preparation, logistics and delivery of each one, ensuring consistency in all aspect of the programme lifecycle.

Programmes are delivered both virtually and on-campus, and a demonstrable autonomous and proactive approach is required within this role, as well as flexibility around working hours.

Key Interfaces:

The Programme Coordinator will be responsible for ensuring that participants, clients, faculty, and speakers for client and participant experience excellence, from preparation to delivery execution. To ensure this, they will build rapport and naturally engage and interact with the following key interfaces:

- Clients and participants
- Programme Directors, Client Directors, Faculty and Speakers
- Major Projects client team
- IT and AV team

- Operations teams including, Catering, Housekeeping and Conferencing
- Other providers including external venues, hotels, transport etc.

Key Tasks - Programme Planning to Delivery

- Responsible for ensuring that programme planning, preparation and delivery are executed to the highest standard.
- Identify, create, and maintain process timelines and project plans, utilising time management techniques to successfully manage multiple cohorts.
- Contribute effectively to meetings and create solutions for operational planning aspects of the programme. Ensure that coordination meetings are conducted with other teams, which are relevant to programme delivery.
- Communicate clearly and concisely in a timely, professional, and effective way with a wide range of stakeholders including faculty, guest speakers, participants, off-site venues (within the UK), contractors and support staff. Actively build strong, long-lasting working relationships.
- Book accommodation, transport and travel related elements, catering, arrange enrichment activities (theatres, college dinners etc.) working with both internal and external suppliers
- Liaise with speakers and contributors to obtain content requirements and materials within set deadlines.
- Programme budgets including processing programme specific invoices and negotiating expenditure on programme related costs with external suppliers.
- Populate and update the internal booking system
- Create, maintain and update specific learning platforms. Create and proof all programme materials
- Manage the operational planning and delivery of virtual sessions.
- Demonstrate excellence in the delivery of each programme and deal efficiently with any issues or requests.

- Administer the programme evaluation process and utilise feedback to identify ways to make tangible improvements to programme delivery.
- Contribute to team, Executive Education and school wide projects when required.
- Work effectively with various teams to help to achieve the school's objectives, improve working practices and contribute to the overall success of Executive Education.

Essential Criteria

- Previous experience of events/project management.
- Proven ability to work accurately to a high standard.
- Experience of planning and logistics, possessing effective time management ability with emphasis of multitasking to multiple deadlines.
- Excellence in a customer-facing role, preferably experienced with executive clients, an enthusiasm for meeting people and cross-cultural awareness.
- Experience working independently, as a supportive member of a team, with the ability to use own initiative and to solve problems, at times within a pressurised environment.
- Strong interpersonal and communication skills in a professional setting, both written and oral.
- Positive attitude to flexible working hours, occasionally at short notice are an essential part of the role.
- Proficient in the use of computer packages, Zoom, Microsoft Office 2010 (Word, Excel, Teams, PowerPoint, and Outlook).

The University

The University of Oxford is a complex and stimulating organisation, which enjoys an international reputation as a world-class centre of excellence in research and teaching. It employs over 11,000 staff and has a student population of over 22,000.

Our annual income in 2014/15 was £1,429m. Oxford is one of Europe's most innovative and entrepreneurial universities: income from external research contracts exceeds £520m p.a., and more than 80 spin-off companies have been created.

Oxford is a collegiate university, consisting of the central University and colleges. The central University is composed of academic departments and research centres, administrative departments, libraries and museums. There is a highly devolved operational structure, which is split across four academic divisions, Academic Services and University Collections and University Administrative Services. For further information, please see:

www.ox.ac.uk/staff/about_the_university/new_to_the_university/structure_of_university.

For more information please visit <http://www.ox.ac.uk/about>

Social Sciences Division

The Social Sciences Division represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes, impactful executive programmes and enhances undergraduate courses.

For more information please visit <http://www.division.ox.ac.uk/>

Saïd Business School

The Saïd Business School is renowned globally for its strengths in a number of key financial areas including entrepreneurship, social entrepreneurship, finance and major programme management in particular. We are distinguished from other business schools in that we are an integral part of Oxford University, and benefit from this embeddedness across our programmes, from our undergraduate programme (executed jointly with the Economics Department) to our specialist MSc degrees (in conjunction with both Law and Economics Faculty) to our highly regarded Masters in Business Administration (MBA) and Executive Masters in Business Administration (EMBA) degrees. We are an international and outward-looking School with our course participants coming from more than 50 countries.

We have a growing portfolio of custom, open programmes and accredited diplomas for executives and as a testament to the high quality of these programmes, Saïd Business School has risen to 8th in the World in the combined ranking of Executive Education programmes compiled by the Financial Times, (May, 2020).

Further information on Saïd Business School is available at www.sbs.oxford.edu

Executive Education at Saïd Business School

In recent years our Executive Education activities have grown substantially and we are on track to become a top 5 global provider of Executive Education. The School offers two types of executive programmes: open on-campus and online programmes available to professionals from a wide range of organisations, and custom programmes commissioned by organisations for their own executives.

We are now entering the next stage of growth, providing this exciting opportunity for an experienced professional from the executive education industry.

This aspect of the business is managed through OSBS Ltd, a subsidiary company of the University of Oxford. OSBS Ltd is the employing authority in the case of this post and the key terms and conditions largely mirror those of the University.

General Conditions

The appointment will be a grade 5 and the starting salary of the successful candidate will be fixed according to experience. The appointment will be subject to a [insert length] probationary period. This is a full-time post equivalent to 36.25 hours per week, the actual distribution of those hours to be agreed. The appointment of the nominated candidate will be subject to the satisfactory completion of a medical questionnaire.

The post holder will be entitled to 38 days holiday pro rata (inclusive of public holidays).

The policy and practice of the University of Oxford require that all staff are afforded equal opportunities within employment and that entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her sex, marital status, sexual orientation, racial group, disability or age.

All data supplied by applicants will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998 and the University's Data Protection Policy.

Applicants should have evidence of their eligibility to work in the UK. Applicants who would need a work visa if appointed to the post, are asked to note that under the UK's new points-based migration system they will need to demonstrate that they have sufficient points, and in particular that:

(i) They have sufficient English language skills (evidenced by having passed a test in basic English, or coming from a majority English-speaking country, or having taken a degree taught in English)

And

(ii) That they have sufficient funds to maintain themselves and any dependents until they receive their first salary payment

Further information is available at:

<http://www.ukba.homeoffice.gov.uk/workingintheuk/tier2/generalarrangements/eligibility/>

Working at the University of Oxford

For further information about working at Oxford, please see:

http://www.ox.ac.uk/about_the_university/jobs