



Programme Coordinator

Egrove Park, Kennington and Park End Street, Oxford

Grade 5: £28,759 - £33,966 per annum

Permanent, full time

Saïd Business School, University of Oxford

SAID BUSINESS SCHOOL UNIVERSITY



The role

You will be responsible for the planning, preparation, logistics and delivery of Executive Education programmes, reporting to a manager within the Client Engagement & Delivery team. The Programme Coordinator (PC) 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 aspects of the programme lifecycle.

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

Responsibilities

The PC will be responsible for ensuring that participants, clients, faculty, and speakers on the programmes in their portfolio experience excellence, from preparation to delivery execution. To ensure this, they will build rapport and naturally engage and interact with the following key interfaces:

- Colleagues across ExecEd
- Clients and participants
- Programme Directors, Academic Directors, Faculty, and speakers
- Core services teams including, AV/IT, Catering, Housekeeping and Conferencing etc.
- Other providers including external venues, hotels, transport etc.

Programme Planning to Delivery, key tasks:

- Responsible for ensuring that programme planning, preparation and delivery execution are executed to the highest standard.
- Identify, maintain and at times create process timelines and project plans, utilising time

management techniques to successfully manage multiple programmes.

- 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 (both UK and abroad), 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 working groups, initiatives and 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.

Selection criteria

Essential selection criteria

- Previous experience of event and 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 (Word, Excel, Teams, PowerPoint, and Outlook) and other technologies.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>



About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. For more information, please visit www.ox.ac.uk/about/organisation.

Saïd Business School

Saïd Business School blends the best of new and old. We are a vibrant and innovative business school, but yet deeply embedded in an 800 year old world-class university. We create programmes and ideas that have global impact. We educate

people for successful business careers, and as a community seek to tackle world-scale problems.

We deliver cutting-edge programmes, including the highly regarded MBA, Executive MBA, a number of specialist MScs, a portfolio of custom and open programmes, and accredited diplomas for executives, and we undertake ground-breaking research that transform individuals, organisations, business practice, and society. We are an international and outward looking School with our programme participants coming from more than 50 countries.

We seek to be a world-class business school community, embedded in a world-class University, tackling world-scale problems.

Sustainability

Saïd Business School is committed to the highest standards of environmental sustainability, preserving the planet for future generations and acting in a socially sustainable manner. As an employee you are expected to uphold these commitments in accordance with our Environmental Policy. You can learn more about our organisation's sustainability efforts at: <https://www.sbs.ox.ac.uk/about-us/school/sustainability>.

Diversity and Inclusion

The School is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected. We recognise that the broad range of experiences that a diverse staff and student body brings strengthens our research and enhances our teaching, and that in order for Oxford to remain a world-leading institution we must continue to provide a diverse, inclusive, fair and open environment that allows everyone to grow and flourish.



The School holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

Our Values

To better understand our Values, what behaviours demonstrate them and how they are involved in your everyday work we have created the below descriptors.

Transformational

We challenge constructively, provoke thought, and influence and inspire others to develop.

Respectful

We are caring, supportive, appreciative, embrace difference and value each other's opinions.

Entrepreneurial

We embrace and encourage change and innovation. We are creative, flexible and brave.

Collaborative

We are stronger together. We are inclusive, approachable, listen to others and value good communication.

Purposeful

We are a community who believe in sustainable growth, and are responsible, principled and transparent.

Excellence

We are professional, focused and aligned, and have a responsibility to do the very best we can.

Wellbeing

Saïd Business School acknowledge the importance of wellbeing, in enabling people to thrive at work and ensure a work-life balance. It provides a number of initiatives to help support wellbeing and would encourage you to participate. At an individual level, wellbeing means recognising what helps us remain resilient and taking appropriate steps. If we experience difficulties, doing our best

to rectify them and making our line manager aware of aspects that they could support us with. Further information about Saïd Business School is available at www.sbs.oxford.edu.

Social Sciences

The School is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines.

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 and enhances undergraduate courses. For more information please visit <https://www.socsci.ox.ac.uk>.



Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For existing employees, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>

There is no normal or fixed age at which staff in posts at grades 1–7 have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

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. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.



Oxford Saïd Exclusive Benefits

Wellbeing initiatives

The Business School runs an annual Wellbeing Day for all staff. In addition to this, there is yoga, healthy food deliveries, health MOTs and a range of other ad hoc programmes. Our excellent catering facilities provide a high standard of food, including healthy eating and vegetarian options at a subsidised cost.

Staff Summer and Christmas parties

Oxford Saïd like to reward all of their staff for their great work and their Christmas and Summer parties are our way of saying thank you. The Christmas party is for all staff and the summer party is for staff and their immediate family members, because we know how important family is to all of us.

Employee Assistance provider

Validium is an employee assistance and wellbeing consultancy that works in partnership with the Business School to provide staff and their immediate family with a free 24-hour per day helpline providing confidential information and counselling services on personal issues.

University of Oxford Benefits

Annual leave

38 days (inc. public holidays). Long service additional annual leave – up to 5 days per annum, pro rata for part time employees. Previous service within higher education sector can be recognised. An additional scheme enables staff to request to purchase up to 10 additional days in each holiday year.

Pay increases

The University salary and grading structure allows for annual incremental progression until a scale-bar point is reached. This incremental progression is automatic.

Pension

If you are on an academic or academic related pay scale (grade 6 or above), you are automatically a member of USS. Employer contribution is 14.5% and Employee contribution is 6.1%.

If you are on a pay scale other than academic or academic related (grade 1-5) you are automatically a member of OSPS. Employee contribution can be between 4%-8% and Employer contribution 6%-10%.

NUS Extra discount card

All University staff can purchase a card for £12 for 12 months (£22 for 2 years, £32 for 3 years) which gives access to numerous exclusive offers and discounts from many popular retailers.

University discounts

Wide range of discounts from external companies using a university card.

University Club

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Access to Oxford buildings

Free access to a number of Oxford colleges, Botanic Gardens, Harcourt Arboretum, Wytham Woods and discount at numerous restaurants/shops.





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www.sbs.oxford.edu

All information is correct at the time of going to press.

Please check our website for the most up-to-date information.

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