

JOB TITLE: HEAD OF STEWARDSHIP (TEMPORARY COVER)

REPORTS TO: DIRECTOR OF ALUMNI & EXTERNAL ENGAGEMENT

Background

Cambridge Judge Business School (CJBS) leverages the power of academia for real world impact to transform individuals, organisations and society. Since 1990, Cambridge Judge has forged a reputation as a centre of rigorous thinking and high-impact transformative education, situated within one of the world's most prestigious research universities, and in the heart of the Cambridge Cluster, the most successful technology entrepreneurship cluster in Europe.

The Alumni & External Engagement (A&EE) team is the primary external-facing department at Cambridge Judge Business School (CJBS) and handles alumni relations, communications and data, events, fundraising and development, and stewardship. A&EE acts as the main liaison with key external stakeholders, who provide essential support, funding, opportunities, and insights that drive the success of CJBS. Their engagement and contributions are vital to the school's mission and ongoing achievements. Their profiles and networks significantly contribute to our development and growth.

The role

The Head of Stewardship reports to the Director of Alumni & External Engagement and collaborates closely with key stakeholders such as the Dean of CJBS, colleagues in the CJBS Alumni and External Engagement (AEE) team including the Head of Data and Advancement Communication, the Head of Alumni Relations, and the Senior Associate Director for Fundraising assigned to CJBS by Cambridge University Development and Alumni Relations (CUDAR). The role also involves regular interaction with key stakeholders across CJBS, including the Corporate Communications & Marketing team and HR team. It is an externally facing role with regular contact with key donors, prospects, honorary appointments, the Friends of CJBS group, and members of advisory boards.

The Stewardship team helps to develop networks and relationships that facilitate external engagement and connection to CJBS. The role holder manages the creation, implementation, and review of the CJBS engagement strategy for lead volunteers, key donors, and other individuals and organisations of strategic importance. This role includes the creation of an annual stewardship plan for Cambridge Judge, stewardship plans for key individuals and organisations (with a view to engaging them as repeat donors), supporting key individual and organisational relationships held by the Dean, communications to all key volunteers and donors, management of the CJBS honorary appointment community, and ongoing support across all aspects of volunteer and donor engagement. The role holder manages the activities of one full-time staff position, the Individual and Corporate Stewardship Coordinator, to support projects (e.g., engagement with the Honorary Appointment community and Advisory Board) and currently co-manages additional support for the Business School's donor reports.

The role of the Head of Stewardship is complementary but distinctive from the Director of External Engagement, the Head of Alumni Relations, and the Senior Associate Director of Fundraising from CUDAR. Together with the Dean of CJBS and the Director of Alumni & External Engagement, the Head of Stewardship is responsible for the relationships with the Business School's most senior and prestigious individuals, specifically but not limited to: members of the Friends of CJBS, the School's corporate partners, over 200 non-visiting Honorary Fellows, Associates, Honorary Ambassadors, and Dean's Distinguished Fellows, 24 members of the CJBS Advisory Board, and supporting the School's senior leadership in ongoing recruitment efforts, and members of the China Advisory Council. The Head of Stewardship is responsible for building and maintaining bespoke personal relationships with these individuals and groups. Essentially, the roles are complementary: alumni relations engage a mass-market approach, fundraising targets a small number of individuals, and stewardship encompasses the ongoing and deep relationship with all those who have made significant contributions to the School. This includes, but is not limited to, some alumni, all donors, and all significant volunteers.

Main responsibilities

Development and Implementation of Stewardship Strategy for CJBS

- Continue to expand, develop, lead, and implement the strategy for stewardship in alignment with the strategic objectives of CJBS and the University of Cambridge. Ensure that stewardship is integrated into the fabric of activities at the Business School.
- Continue to develop an effective stewardship programme comparable to those of competing global business schools. This programme should consider stewardship best practices, the approach taken by the University and Colleges, and be tailored to the CJBS context. The role holder will ensure that this programme is achievable and delivered to the highest standards within the scope of available resources.
- Plan a rolling annual schedule of interactions, but also develop longer-term stewardship plans for individual members of recognition groups to ensure sustained engagement with CJBS. These plans will include group events as well as bespoke individual activities.
- Ensure all key relationships are appropriately tracked in the CJBS CRM, Dynamics.

Development of Personalised Cultivation Programmes

- Ongoing development of School's segmented recognition groups (such as the Friends of CJBS and Honorary Ambassadors) in collaboration with the Dean of CJBS, Director of A&EE and CUDAR. This role will involve refreshing the strategy for these groupings and their purpose.
- Working with the Director of A&EE; the Dean and the Senior Associate Director, Fundraising, develop personalised cultivation and engagement programmes for individuals identified as likely potential (repeat) donors.
- Identify ways to involve key Friends of CJBS members, and honorary appointments with the academic life of CJBS, for example as speakers on teaching programmes, mentors or project sponsors. This will involve developing and maintaining close collaborative working relationships across the Business School and keeping updated on School wide initiatives and strategy.
- Ensure that individuals or organisations currently working closely with the Business School on a voluntary or contributory basis (e.g. sponsors) are integrated into the stewardship programme, (as appropriate).

- All plans should be coordinated with CUDAR, identifying which donors fall into University giving categories and developing tailored plans. CJBS is developing plans to steward, reward and continue cultivating donors who give to the school, but do not fall into CUDAR's categories. Given that contributors to the school are motivated by the academic work and thought leadership of the Business School; these plans are more programmatic than traditional donor-giving recognition (i.e. Circle of Benefactors etc).
- Events: these may be organised by the role holder, or may be existing events that will allow members of CJBS to interact with members of the Friends of CJBS and the honorary appointments. The post holder will also consider individual/tailored events, for the full suite of stakeholders managed by the postholder which provide opportunities for key stakeholders to engage with the Business School in a more meaningful way based on their individual stewardship/ engagement plans.
- Communications: Develop and maintain relationships with key individual members through effective and personalised communication and the distribution of wider pieces of communication highlighting matters of interest to members.
- Working collaboratively across the School, ensure that stewardship is positioned as the relationship manager (where appropriate) for members of the Friends of CJBS and other stakeholder groups that requests for their involvement in events, programmes, research centres etc are channelled through A&EE to ensure that their engagement is appropriately managed.

Advisory Board Management

Management of Advisory Board meetings

- Meetings content production & follow up: manage the process of agreeing on the agenda, recruiting speakers, compiling and writing papers, rehearsals and briefings. Includes creating a schedule for preparation, discussion and agreement with key stakeholders including the Chair of the Advisory Board, Dean of CJBS and Director of A&EE, collation and re-packaging of materials, production of collated papers (in-house style), distribution of papers in a timely fashion.
- Act as official secretary to the Advisory Board which includes the recording and distribution of accurate minutes from the meeting. The post holder is also responsible for providing an executive summary to the Faculty Board and Alumni Council.
- Collaborating with Board members in relation to the identification of suitable venues and the management of budgets associated with meetings hosted by the Advisory Board members.
- Ensuring that identified points of action are followed up between meetings.

Ongoing management of the Advisory Board

- Relationship management: In collaboration with the Dean of CJBS, the Director of A&EE and other relationship holders within the Business School and University, developing individualised engagement strategies which reflect each member's specific context and background and their role and responsibilities as outlined in the Advisory Board Terms of Reference. This strategy aims to enrich each Board member's relationship, contributions and connection to the Business School. This engagement strategy will include regular tailored and group communication; invitations to key events; the development of tailored, bespoke events and the provision of introductions to key

representatives from the Business School, University and other stakeholders. The role holder will support the Board members to perform their duties to the School more effectively.

- Working collaboratively across the Business School, ensure that stewardship/ A&EE/ Deans office is positioned as the relationship manager for members of the Advisory Board and that requests for their involvement in events, programmes, research centres etc are channelled appropriately ensuring that their engagement is managed.
- Governance: propose and draft updates to the Terms of Reference as required and liaise with Chair of Advisory Board to ensure agreement before following University protocols to seek approval from Faculty Board.
- Membership: Support the Dean, Chair of the Advisory Board and Director of A&EE to manage membership of the Board through the development of an appropriate pipeline and recruitment criteria. Maintain horizon scanning for potential new members by utilising resources within the Business School and University (such as the School's growing alumni and honorary appointment network and relationships with potential candidates held within the School). Track Board membership and recruitment, ensuring a broad spread across the agreed recruitment criteria. Produce appropriate communications for management of individual involvement including letters of introduction, notification of end of service and thank you letters following completion of service. This involves complex planning over each board members period of service.
- Ensure effective running of the Boards nomination processes, including consultation, meetings, shortlisting, profiles, appropriate due diligence and skills grid. Run the Board's induction programme for all new members.
- Ensure biographies and data are correct on a continual basis which includes the addition of biographies to CJBS website. This is achieved through liaison with individual Board members (who are key international business figures).

Stewardship Communications

Manage the creation and delivery of stewardship communications including:

- Targeted communications to CJBS VIP group; key information such as rankings updates
- Christmas and Chinese New Year cards from the Director and from the School
- Manage responses to communications, including requests for additional engagement and data updates in collaboration with relevant subdepartments in A&EE
- The annual programme of stewardship donor reports:
 - for corporate and individual donors, including liaison within CJBS and with CUDAR colleagues on deadlines, creation of content, branding, liaison with beneficiaries of reports and delivery to donors.
 - managing project development, implementation and progress, gift history research, working with colleagues across the school to capture the impact of gifts.
 - reviewing, editing, design, writing reports and other documentation.
- Annual reporting to all donors, including disbursement of gifts already made and gifts expected from systematic giving campaigns and the recently launched alumni giving campaign. This includes materials to showcase the impact of gifts from one off and regular donors.
- Develop stewardship style reports to reflect the impact of work done by corporates who have sponsored research, even if it isn't philanthropic.

- Develop internal networks within the Business School and University to share knowledge, understanding and appreciation of the value and objectives of excellent stewardship. This requires a particular focus within CJBS where stewardship (even of multi-million-pound donors) has historically been neglected or handled solely by individuals.
- Develop event briefings on VIPs for colleagues at key events.
- Establish a rapport and relationship with individual members of the VIP groups and major organisations supporters as a result of regular interactions with them.
- Support with ad-hoc reporting duties relating to the Business School such as reports for internal boards such as DAG, Subject Group and external Governance bodies such as EQUIS, Financial Times and the REF.

Honorary Appointments

- Implementation of the Faculty Board approved title structure; suggestion of appropriate future revisions as required and implementation via committees.
- Establishment of an institutional relationship with the honorary appointees alongside their faculty sponsor.
- Formulate clear guidance on the process for appointments and associated policies for both internal and external stakeholders.
- Develop and implement an engagement strategy for this group which aims to facilitate further connection to CJBS.

Support for other senior CJBS Advisory Boards

- Provide expertise on any interactions with the China Advisory Council, and its place within the CJBS volunteer structure.

Line management and financial administration

- Day-to-day management and annual appraisal of Individual and Corporate Stewardship Coordinator.
- Manage the activities of temporary employees who are required to work on specific projects (e.g. Advisory Board, stewardship reports).
- Ensure data processes (within the CRM and for external use more broadly – e.g. newsletters and any other data held in CJBS for the purposes of external engagement) adhere to GDPR data protection guidelines and CUDAR guidelines.
- Compile and agree with senior management the annual financial budget.
- Authorise and monitor expenditures against this budget, accounting for any variances against the budget and keeping such records as are necessary to comply with audit requirements.
- Within these activities the role holder will ensure that the purchasing policies of the School and/or University and/or HEFCE are observed.

Senior Member of the AEE team

- Play an integral role in developing an integrated strategy to support the School's objectives.
- Establish strong relationships within the University.

- Raise the profile of CJBS through involvement with CASE, business school networks, or other appropriate networks.
- Ensure colleagues at CJBS are aware of stewardship activities and their purposes.
- Contribute to development of annual strategy.
- Developing a work flow to automate the honorary appointment process, developing content and functionality for our Friends of CJBS, Advisory Board and China Advisory Board.

The person

The ideal candidate should have the following qualities, skills, and attributes:

Technical Skills:

- Proficient in Microsoft Office, CRM systems, and database management.
- Skilled in CMS systems for website management.
- Producing and editing digital newsletters and print materials.

Communication and Interpersonal Skills:

- Excellent writing, editorial, analytical, and problem-solving skills.
- Strong interpersonal skills for building relationships across cultures and levels.
- Professional communication for managing corporate contacts.

Experience and Knowledge:

- Numerate and aware of trends in the higher education sector.
- Experience working with high-net-worth individuals.
- Experience in a business school or world-class higher education institution.
- Exposure to CASE (Council for the Advancement and Support of Education).
- Degree or equivalent experience.

Leadership and Management:

- Proven relationship management, project management, and organisational skills.
- Experience leading and motivating administrative staff.
- Event planning, management, and evaluation experience.

Personal Attributes:

- Strategic and operational thinker with the ability to meet tight deadlines.
- Effective team player, capable of working independently.
- Willingness to network and attend professional events.
- Flexibility for occasional travel, and out-of-hours work and adaptability to the evolving nature of CJBS.

Benefits

This is a full-time position working 37 hours per week. There will be a six-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range of £34,866-£45,163 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

Temporary cover: This post is fixed term for 1 year or upon the return of the post holder, whichever is the earlier.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. 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.

The closing date for applications is Sunday 5 January 2025.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than 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.

The University has various diversity networks which help it to 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.

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 www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within.

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 hrsupport@jbs.cam.ac.uk.