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**Job Description**

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| **Job title:** | **Programmes Officer** |
| **Department/School:** | **Faculty of Science** |
| **Grade:** | **6** |
| **Location:** | **Faculty Office** |

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| **Job purpose** |
| The postholder will work closely with the Undergraduate (UG) Manager to provide management and operational support for the Faculty’s undergraduate programmes. As well as providing line management for a small team, the postholder will work collaboratively to deliver a high quality standard of support, ensuring that services are efficient, effective and adapt to changing circumstances. (S)he will also work with the Undergraduate Manager to develop common systems and processes standardised on best practice, ensure that University regulations and procedures are adhered to and take responsibility for managing specific projects which relate to his/her functional area and may span both the undergraduate and postgraduate teams.This is a busy and varied role involving daily communication with academic staff and students, and the postholder needs to have excellent organisational skills, to demonstrate good use of initiative, and have the ability to multi-task and prioritise. Although members of the team have individual areas of responsibility, a team-based approach is essential to ensure that, regardless of circumstances, every member of the team is fully conversant with processes and procedures and able to contribute effectively to any activity within the team.  |

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| **Source and nature of management provided**  |
| Undergraduate Manager (with academic input from the Associate Dean for Learning and Teaching) and the Director of Administration |

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| **Staff management responsibility** |
| Direct Line Management for a small team |

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| **Special conditions**  |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. These may include assisting in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities  |

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| **Main duties and responsibilities**  |
| **1** | **Leadership and management**1. To act as line manager for a small group of administrators including all aspects of management and development for the team (annual leave, appraisal etc.)
2. To support the Undergraduate Manager in developing agreed standards of delivery for student-related processes associated with the undergraduate lifecycle
3. To take the lead in one or more specific area of programme administration, such as the use of SAMIS or Moodle and be available to resolve queries and train colleagues when the need arises
4. To take the lead in acquiring in-depth knowledge of specific regulatory documentation such as assessment regulations (NFA:AR) or Quality Assurance (QA) statements relating to undergraduate activities, and remind colleagues of duties and responsibilities at relevant points in the academic calendar
5. Alongside the Undergraduate Manager, provide leadership in ensuring an effective working relationship between Directors of Studies, members of the academic staff, services offered centrally and those within the Undergraduate Team
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| **2** | **Support for Teaching and Administration**1. To work with the Undergraduate Manager to monitor/develop/implement a set of common core business processes, standardised on best practice to support the undergraduate taught student life cycle and undertake regular reviews to ensure continuous improvement, balancing the needs of individual departments with efficiency benefits of aggregation and standardisation
2. Deal with relevant internal and external enquiries in a professional and timely manner
3. Act as the first point of contact for prospective, current and former undergraduate students to answer queries and provide information and guidance
4. Develop and apply knowledge of University policies, regulations and procedures as they relate to undergraduate provision and advise team members, academic staff and students accordingly
5. Oversee and implement procedures in accordance with University policy on attendance monitoring for all students (including those on Tier 4 visas) within the Faculty
6. Establish, maintain and use clear and effective means of communication with staff and students, i.e. email distribution lists, notice-boards, web pages etc.
7. Assist in the production of core programme information, materials, teaching aids and programme handbooks
8. Coordinate and resolve issues with timetabling arrangements for teaching, seminars, assessment etc., and produce the annual programme calendar, incorporating deadlines/key dates
9. Organise open days, induction and other events as required
10. Monitor and update noticeboards and web pages and provide administrative support for the Virtual Learning Environment ‘Moodle’
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| **3** | **Student Records**1. Be aware of the implications of the Data Protection and Freedom of Information Acts on the processing of student and staff data
2. Take responsibility for the creation and maintenance of accurate student records for all Undergraduate students, in both paper and electronic formats, including liaison with Registry
3. To ensure that accurate records of student attendance are maintained, liaising with the appropriate Director(s) of Studies to monitor and take appropriate action
4. Maintain, update and archive all student files, handbooks and records on a regular basis
5. Maintain an overview of students registered with Learning Support, including instances of individual mitigating circumstances
6. Monitor student progress, advising students of possible study alternatives, referring queries on as appropriate
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| **4** | **Assessment**1. Collate and input data relating to assessment patterns on SAMIS
2. Set calendar for receipt of assessments in conjunction with Director(s) of Studies and organise their collation and distribution for marking
3. Manage the assessment process, ensuring all marks, results and decisions are recorded accurately, liaising with academic staff and external examiners, ensuring all deadlines are adhered to
4. Process assessments, coordinate the moderation process and where applicable, coordinate and/or make changes to the exam papers once they have been received back from the External Examiner
5. Ensure effective lines of communication with External Examiners to enable them to provide input to the Boards of Examiners for Units and Programmes (BEU/BEPs) and correlate this feedback for the Chairs of the respective Boards to note/take action
6. Organise, prepare agendas, produce paperwork and act as Secretary to Boards of Examiners and the Individual Mitigating Circumstances (IMC) Panel
7. Submit paperwork for the Boards of Studies meetings
8. Produce letters and any result transcripts to be sent to students
9. Oversee the management of archiving in accordance with the University retention policy
10. Produce paperwork for Boards of Studies meetings (BEU, BEP reports, IMC panel minutes)
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| **5** | **Problem Solving**1. Identify complex problems of student progression, and seek advice on their resolution with UG Manager and/or Director of Studies
2. Resolve problems with student curriculum (e.g. timetabling). This is done independently using existing protocols
3. Support academic staff with advising students on programme eligibility and providing pastoral care
4. Resolve any problems associated with Student Records System (SAMIS) in consultation with SREO and the SAMIS development team
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| **6** | **Recruitment & Enquiry Management**1. Provide a service to schools, colleges, parents, students and the community at large which will enhance the reputation of the University
2. Help with the UCAS days and University Open Days, presenting a welcoming public face to the applicants and their families
3. Assist with marketing as and when required to promote increased applications and high retention rates
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| **7** | **Quality Assurance**1. To understand relevant Codes of Practice, ensuring that all quality assurance and enhancement requirements are met
2. To develop an understanding of and contribute to internal and external accreditation processes
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| **8** | **Team Work**1. To be part of the Undergraduate Team but to contribute to the effective delivery of service in this team and others within the Faculty as a whole (projects undertaken may be equally relevant to both undergraduate and postgraduate administration)
2. To support other members of the team and provide assistance and guidance where necessary
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| This is not intended as an exhaustive list of duties or a restrictive definition of the post but rather should be read as a guide to the main priorities and typical areas of activity of the post-holder. These activities are subject to change over time as priorities and requirements evolve and as such it may be amended at any time by the line manager following discussion with the post holder. |

**![logo-uob-resize[1]]() Person Specification**

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| **Criteria: Experience/Knowledge** | **Essential** | **Desirable** |
| Significant proven experience in an administrative support role preferably with experience of student administration or equivalent experience working in a busy office in an administrative role | 🗸 |  |
| Experience of working within the Higher Education sector and/or awareness of related policy developments | 🗸 |  |
| Excellent knowledge and application of standard IT packages and databases including web-based management information systems and web authoring | 🗸 |  |
| Skills in University specific software (including SITS, Business Objects, Moodle) |  | 🗸 |
| Proven experience of successfully developing and implementing systems and processes | 🗸 |  |
| Experience of maintaining clear and accurate records | 🗸 |  |
| Proven ability to work on own initiative, largely unsupervised and as part of a small team | 🗸 |  |
| Experience in managing/supervising teams |  | 🗸 |
| Experience of effectively organising a busy workload with sometimes conflicting priorities, to meet deadlines | 🗸 |  |
| High level of literacy and ability to draft correspondence, reports, papers, briefing notes and service senior committees and / or Board meetings | 🗸 |  |

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| **Criteria: Skills** | **Essential** | **Desirable** |
| Proven ability to communicate confidently and effectively both orally and in writing | 🗸 |  |
| Excellent interpersonal skills in order to communicate effectively with staff at all levels of seniority, students and members of the public | 🗸 |  |
| Ability to coordinate resources other than oneself (arrange events, supervising others), managing a variety of tasks at the same time | 🗸 |  |
| Capacity to manage and prioritise a high workload, often working to tight deadlines | 🗸 |  |
| Competent, conscientious and motivated with a methodical approach to work | 🗸 |  |
| Ability to be adaptable and flexible and to learn new skills quickly | 🗸 |  |
| Ability to analyse and present complex data | 🗸 |  |

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| **Criteria: Professional Qualifications** | **Essential** | **Desirable** |
| N/A |  |  |

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| **Criteria: Academic Qualifications** | **Essential** | **Desirable** |
| Good level of general education; educated to A Level (or equivalent) or above | 🗸 |  |
| Education to degree level or equivalent relevant professional experience | 🗸 |  |

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| **Effective Behaviours Framework**The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.  |
| **Managing self and personal skills:**Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.   |
| **Delivering excellent service:**Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.   |
| **Finding innovative solutions:**Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.   |
| **Embracing change:**Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.  |
| **Using resources:**Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.   |
| **Developing self and others:**Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.   |
| **Working with people:**Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.    |
| **Achieving results:**Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.   |