University of Sunderland
Role Profile
Part 1

Programme Support Assistant (Independent Distance Learning (IDL)	
Job Title:	Programme Support Assistant (Independent Distance Learning (IDL)
Reference No:	ACR100
Reports to:	Programme Support Officer
Responsible For:	To contribute as part of the programme support team to the provision of high quality support for IDL programme leaders and programme teams. The postholder will work as part of a small team led on a day-to-day basis by the Programme Support Co-ordinator (IDL)
Grade:	C
Working Hours:	37
Faculty/Service:	Academic Registry
Location:	Faculty of Education & Society, St Peters Campus
Main Purpose of Role:	Responsible for implementation and monitoring of all activities for the designated programmes in accordance with institutional policies and procedures and accurately inputting large quantities of data in a timely manner including assessment data. The postholder will primarily support the programme teams delivering IDL programmes in the Faculty of Education and Society including helping to support schools and colleges across the world who are hosting students on the programmes
Key Responsibilities and Accountabilities:	- Support and service under the direction of the Programme Support Officer and the Co-ordinator responsible for IDL Programme/Module Studies Boards and Programme/Module Assessment Boards as required, ensuring own knowledge is current and relevant in order to advise on university and programme-specific regulations, policies and process where appropriate - Ensure that own knowledge is current and relevant to advise the faculty and programme teams on university and programme-specific regulations, policies and process. This includes, but is not exclusive to: - organising and attending meetings; - ensuring that marks have been entered into SITS, running Board reports and entering Board decisions into SITS including those obtained by Chair's action; - ensuring that SITS programme and assessment data is accurate and up to date; - ensuring that marks have been entered into SITS, running Board reports and entering Board decisions into SITS including those obtained by Chair's action;

- liaising with external examiners and programme teams
- to ensure they have all information needed to enable them to verify their modules/programmes and APL samples;
- supporting extenuating circumstances panels ensuring that
- recommendations are passed on to Assessment Boards in a timely way and ensuring confidentiality;
- supporting the programme leader in conjunction with the Quality Support team in undertaking annual programme review;
- working with the Quality Support team and with PSBs and
- programme leaders to provide documentation for programme
- approvals, periodic programme review, partner approvals and reviews and to provide data (including data from SITS);
- working with the Quality Support team, pass on for approval minor modifications approved by PSBs;
- working with the Quality Support team and colleagues in other services to ensure that programme and module records on SITS are accurate and up to date;
- escalating problems which require it to the Programme Support Co-ordinator and signpost to other parts of the Registry or other support services where appropriate
- Support the delivery of Faculty IDL activities in accordance with institutional policies and procedures and faculty requirements for IDL activity particularly those operating in schools worldwide.
- Provide statistical and management information and relevant reports (including data from SITS, from Marketing and Recruitment and Planning and Finance) to inform decision-making as required
- Seek advice from the learning technologies team to support programme teams to use the VLE to deliver on-line materials and assessments including organising staff development in use of the system.
- Ensure that relevant information is available to in-country staff and students using the web or VLE.
- Provide administrative support for the induction and development of new and existing partner schools and school-based mentors, maintain accurate records of engagement so that they can be used to inform Finance for their payment
- Effectively deal with questions and problems from schools and other partners by email, telephone or tele/video conferencing in locations throughout the world where the programmes are offered, escalating appropriately where necessary.
- Work with other support staff under the oversight of the Programme Support Officer to enhance and develop processes to share good practice and to ensure a consistent approach across the university.
- Provide support as required for other functions within the Programme Support team, including OfSted and other professional body activities
- Undertake other duties as required by the Programme Support Officer

Special Circumstances:	The post may require working outside normal UK business hours in order to facilitate cross-time zone communication. This may exceptionally involve electronic communication from home

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Role Profile
Part 2

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Part 2A: Essential and Desirable Criteria

Essential
Qualifications and Professional Memberships:

- Educated to A level standard or equivalent qualifications or substantial relevant experience in a similar role.
- GCSE Maths and English at grade C or above or equivalent qualifications

Knowledge and Experience:

- Proven experience of working in a customer focused service environment.
- Experience of the delivery of customer service via email, telephone, on-line forums and tele/video conferencing systems such as Skype
- Proven experience of working within a role that requires effective planning and organisational skills, strong attention to detail and an ability to deal with a variety of difficult situations including complex enquiries which require consideration of issues from a range of different perspectives.
- Extensive user expertise of IT systems, including Microsoft Word, Excel, Outlook, PowerPoint and web based systems.
- Experience of using resources and providing support online, eg via a Virtual Learning Environment.
- Proven ability to work within a team and to take initiative within agreed parameters; the judgment to know when to escalate problems
- Knowledge of a records system (such as SITS)and the ability to use such a system to extract data for management information.
- Ability to develop and enhance systems and processes

Desirable
Qualifications and Professional Memberships:

- Educated to Foundation Degree standard or higher
- A relevant professional qualification

Knowledge and Experience:

- Committee servicing experience
- Experience in working in an office environment within the HE sector
- Familiarity with the international and global environment
- Familiarity with the University's SITS system
- Experience of working within an academic area pertinent to role