
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

Programme Support Assistant

Job Title:	Programme Support Assistant
Reference No:	
Reports to:	Programme Support Officer
Responsible For:	To contribute as part of a programme support team to the provision of a high quality of support for programme leaders and programme teams
Grade:	Grade C
Working Hours:	37 Hours
Faculty/Service:	Academic Registry
Location:	Edinburgh building, City Campus, Sunderland
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.

Key Responsibilities and Accountabilities:

- Support and service under the direction of the Programme Support Officer Programme/Module Studies Boards and Programme/Module Assessment Boards, and Student-Staff Liaison Committees as required, ensuring own knowledge is current and relevant in order to advise on university and programme-specific regulations, policies and process where appropriate.
 - Escalate concerns and problems where appropriate.
- This includes, but is not exclusive to:
- organising and attending meetings;
 - taking and providing minutes in an accurate and timely manner;
 - ensuring that marks have been entered into SITS, running Board reports and entering Board decisions into SITS including those obtained by Chair's action;
 - providing statistical information and relevant reports (including data from SITS and TDS) to inform decision-making as required;
 - signposting to other parts of the Registry or other support services where appropriate;
 - coordinating assessment schedules under the oversight of the Programme Support Officer and ensuring that they are adhered to
 - collating and distributing refer/defer coursework
 - ensuring that SITS programme and assessment data is accurate and up to date

- 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
 - distributing examination papers, disseminate results, act as invigilator or chaperone as required and to support practical examinations
 - supporting extenuating circumstances panels ensuring that recommendations are passed on to Assessment Boards in a timely way and ensuring confidentiality
- Support the programme leader in conjunction with the Quality Support team in undertaking annual programme review.
 - Work 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, GEMS and TDS).
 - Work with the Quality Support team to pass on for approval minor modifications approved by PSBs.
 - Support implementation of teaching and assessment schedules to partner organizations and branch campuses as required, and work with colleagues there to ensure that deadlines and processes are understood and adhered to. Ensure the reciprocal provision of accurate and timely information and maintain strong operational links.
 - Contribute to the continuous development of processes that support programme activities, to ensure a professional service under the oversight of the Programme Support Officer.
 - Liaise with Programme Leaders and colleagues in Quality Support to ensure that programme information such as start and end dates, fees, KIS data and other public statements on provision are all accurate and up to date.
 - Support programme teams to use the VLE to deliver on-line materials and assessments including organizing staff development in use of the system. Where applicable ensure that relevant information is available to partner staff and students using the web or VLE.
 - Where applicable develop effective links with professional and accrediting bodies, ensuring that information from accrediting bodies is provided to programme leaders and acted upon, and that information required for such bodies is provided (including data from SITS) liaising with colleagues in Quality Support and other services as required.
 - Where required implement arrangements to ensure that stakeholders such as service users and local members of the profession are involved in programme development, delivery and assessment.
 - Where appropriate assist in supporting the Faculty's student placement provision, including the implementation, review and continuous improvement of systems and processes. Liaise with external bodies, as required.

Special Circumstances:

Flexibility in relation to working arrangements is essential. Occasional out of hours working will be required as the role holder will be expected to work additional hours at peak times of the year. Annual leave may be restricted at certain times of the year.



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.
- 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.
- Familiar with the use and interrogation of databases such as Access.
- 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 student records system such as SITS and the ability to use such a system to extract data particularly to support Assessment Boards
- 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 University's SITS system
- Experience of working within an academic area pertinent to role.