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University of Sunderland

## Role Profile

### Part 1

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Lifechanging



**University of  
Sunderland**

Type Job Title	
Job Title:	Programme Support Officer
Reference No:	
Reports to:	Assistant Academic Registrar
Responsible For:	Line management of a team of programme support staff, setting the direction of the work and team priorities. In some faculties also line managing a team of placement support staff.
Grade:	Grade E
Working Hours:	37 Hours
Faculty/Service:	Academic Registry
Location:	Located in the relevant faculty at one of the Sunderland campuses
Main Purpose of Role:	To ensure a proactive and professional support service for programme leaders and programme teams, in line with university policy and reflecting good practice. To work closely with the Assistant Registrar and with colleagues in cross-cutting specialist teams and in other services to ensure that procedures are followed in an efficient and effective way to approve, deliver, assess and review programmes.
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none"><li>• Lead and manage a team of programme and (where applicable) placements support staff to provide a professional support service for programme leaders and programme teams so that students receive a high quality experience</li><li>• Manage the delivery of faculty activities associated with programme support in accordance with institutional policies and procedures and faculty requirements, for all on- and off-campus activity. This includes staff deployment and overall co-ordination, reporting any issues to the Assistant Academic Registrar.</li><li>• Work with the Assistant Registrar and with colleagues in the Registry to agree and implement consistent university-wide approaches which reflect good practice in line with the university strategy to increase efficiency and improve the student experience.</li><li>• Work closely with designated faculty facing members of the Quality Support team to ensure that minor modifications, programme approvals and reviews and collaborative provision oversight are appropriately managed</li><li>• Work closely with designated faculty facing members of the Timetabling and Attendance Monitoring team to ensure that programme information is up to date</li></ul>

- Manage the operation and servicing of all faculty Programme / Module Studies Boards for taught programme provision including cascading information from faculty and university committees
- Manage the operation and servicing of all Programme Assessment Boards for taught programme provision including ensuring that marks are provided in a timely way, papers are available to Board members, decisions are recorded in SITS, and that officers to the boards are able to provide suitable advice in line with university regulations
- To work with colleagues in other services and with Quality Support as required to ensure that programme information and student records are kept up to date in SITS and to provide data for programme and partner reviews and other processes
- Manage the operation and servicing of all Staff Student Liaison Committees for taught programme provision
- Service, if required, faculty level committee(s), taking full responsibility for follow up actions and acting as the link between them and programme leaders / Programme Studies Boards
- Ensure that contact is made with external examiners to enable them to carry out their duties at programme level
- Liaise with collaborative provision partners over teaching schedules and assessments and with academics including ATs over marking allocations and return of marks; ensure that partner cvs are approved. Maintain strong links to ensure the delivery of teaching and the operation of assessment in line with the collaborative agreement. Where applicable ensure that relevant information is available to partner staff and students using the web or VLE.
- Arrange staff development for academic colleagues to access relevant systems such as TDS (for attendance monitoring), Qlikview (for programme review data) and GEMS (for graduate employment) and support them in using those systems
- Liaise with accrediting bodies where applicable, ensuring the provision of accurate and timely information as required (including data from SITS) and taking first-line responsibility for accreditation and review visits. Where applicable manage procedures for the engagement of service users in programme development and delivery
- Maintain oversight and final decision-making in relation to the Faculty Calendar making changes where appropriate.
- Represent the Faculty as appropriate at relevant committees and working groups.
- Act as Officer to the Faculty wide academic committee,.
- As applicable to the faculty concerned, maintain oversight and management of student placements, work-based learning, short courses.
- Undertake other duties as required by the Assistant Academic Registrar.

**Special  
Circumstances:**



### Part 2A: Essential and Desirable Criteria

#### ***Essential***

##### **Qualifications and Professional Memberships:**

- Honours degree or substantial equivalent professional experience in a similar role.

##### **Knowledge and Experience:**

- Substantial relevant professional experience in the management of taught degree programmes.
- The ability to plan and manage multiple processes
- Strong attention to detail and the ability to adhere to procedures
- Excellent time management
- Excellent communication and negotiation skills and the ability to deal with conflict when necessary
- The ability to motivate and manage a team and to deliver under pressure
- The ability to work as a member of a wider service with understanding of the institutional context to enhance practice
- Understanding of university regulations and requirements
- 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
- A professional approach to committee servicing
- Used as a point of reference by others.

#### ***Desirable***

##### **Qualifications and Professional Memberships:**

- A Masters degree or equivalent professional qualification
- HEA Fellowship

##### **Knowledge and Experience:**

- Experience of the management of collaborative provision
- Experience of dealing with professional body requirements and accreditation visits and reviews
- Knowledge of the issues around work-based learning
- Experience of managing placements
- Experience of approving and implementing credit-bearing short courses

Date Completed:

September 2016