
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

Type Job Title	
Job Title:	Programme Support Co-ordinator
Reference No:	
Reports to:	Programme Support Officer
Responsible For:	Providing a professional support service to programme leaders and programme teams; co-ordinating and supporting members of the Programme Support team
Grade:	Grade D
Working Hours:	37 Hours
Faculty/Service:	Academic Registry
Location:	Faculty located, Sunderland campus
Main Purpose of Role:	To provide a professional support service to programme leaders and programme teams and to work effectively with other faculties, with institutional teams within the Registry and with other support services to ensure that academic programmes are effectively managed at the Sunderland campuses and, where applicable, at our London and/or Hong Kong campuses and/or in collaborative provision.
Key Responsibilities and Accountabilities:	<ul style="list-style-type: none">• Co-ordinate and support the delivery of all Faculty activities associated with programme support in accordance with institutional policies and procedures and Faculty requirements for all on- and off-campus activity.• Co-ordinate and support members of the Programme Support team to balance workloads, ensure that deadlines are met and that all team members are well-informed about University policies and developments; take feedback from them to enhance and develop procedures.• Evaluate, develop and monitor processes and procedures that support all areas of programme support.• Work with colleagues in other services and with the Quality Support team to ensure that programme and module records on SITS are accurate and up to date.• Co-ordinate and support assessment activities and schedules, distribution of examination papers, the dissemination of results, and act as invigilator or chaperone as required.• Co-ordinate and support the servicing of Programme/Module Studies Boards and Programme/Module Assessment Boards, and Student-Staff Liaison Committees in line with the Faculty calendar.

- Liaise with external examiners in relation to their attendance at assessment boards, provision of samples of assessed work and of APL approvals, as appropriate.
- Co-ordinate and support Extenuating Circumstances Panels ensuring that recommendations are passed on to Assessment Boards in a timely manner and ensuring confidentiality.
- Ensure that own knowledge is current and relevant to advise Programme/Module Studies Boards and Programme/Module Assessment Boards on University and programme-specific regulations, policies and processes. 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 particularly data from SITS) to inform decision-making as required;
 - signposting to other parts of the Academic Registry or other support services where appropriate;
 - working with the Programme Support Officer to enhance and develop processes to share good practice and to ensure a consistent approach across the University.
- Service and support other committees and meetings as required.
- Provide information to the Quality Support team for programme and partner approvals and reviews (including data from SITS, TDS and GEMS) and to pass on for approval minor modifications approved by Programme Studies Boards; to work with members of the Quality Support team to resolve issues.
- Co-ordinate the provision of teaching and assessment schedules to partner organisations 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.
- Escalate problems where necessary to the Programme Support Officer.
- Support programme teams to use the VLE to deliver on-line materials and assessments including organising 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.
- Liaise with relevant external organisations, particularly accrediting bodies to provide information as required, advise programme leaders and Programme Studies Boards on requirements and co-ordinate, in consultation with Quality Support, documentation for accreditation approvals and reviews.
- Where required, provide specialist support for specific professional body requirements such as service user engagement, the involvement of professional colleagues in programme development, delivery and assessment, and practical examinations.
- Where appropriate assist in supporting the Faculty's student placement provision, including the implementation, review and continuous improvement of related policies, systems and processes. Liaise with all necessary external bodies, as required.
- Undertake other duties as required by the Programme Support Officer.

**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:

- Foundation degree or HND or equivalent professional experience in a similar role.
- GCSE Maths and English at grade C or above or an equivalent qualification.

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, Access and web-based systems.
- Knowledge and experience of the use and interrogation of database systems, such as the University's student records system, SITS, and the ability to use such a system to extract data particularly to support Assessment Boards.
- Experience of co-ordinating other staff to achieve goals.
- Proven ability to work within a team, to work without direct supervision and to take initiative; the judgment to know when to escalate problems.
- Ability to develop and enhance systems and processes, and experience of using technology to do so.

Desirable

Qualifications and Professional Memberships:

- Honours degree or equivalent.
- Relevant administrative or managerial qualification.

Knowledge and Experience:

- Formal staff supervising or team leadership
- Experience of working within an academic area in higher education pertinent to role.

Date Completed:

September 2016