



Accreditations Manager

Job Title:	Accreditations Manager
Reference No:	
Reports to:	Head of Business School
Responsible For:	N/A
Grade:	D
Working Hours:	37 hours per week for nominal purposes
Faculty/Service:	Faculty of Business, Law and Tourism (FBLT)
Location:	St Peter's Campus, University of Sunderland
Main Purpose of Role:	The role will manage the reporting frameworks to enable the successful adoption of new and the efficient maintenance of existing Professional Body accreditations. Adopting a robust and systematic approach, this will include data gathering; the establishment and monitoring of knowledge management systems; audit implementation; report generation and liaison with Professional Bodies. To provide leadership and support to colleagues and the institution on the co-ordination and management of accreditation's administration across the Business School.

Key Responsibilities and Accountabilities:

Overview of The Role

Contribute to the long term planning of the area and develop short to medium term plans for implementation. Drive a customer-focused, agile and professional administrative service to benefit students and other stakeholders and positively contribute to institutional reputation.

The candidate needs to be dynamic, hardworking and a self-starter. To undertake the role successfully the post holder will be required to work under their own initiative to co-ordinate and manage accreditation administration across a range of undergraduate and postgraduate Business programs, including work based learning.

The candidate will be expected to fully manage the operational implementation of the accreditation's process. Due to the complex nature of the Faculty a high level of customer service and attention to detail is essential, as is the ability to multi-task.

A key focus is around effective development of business processes and systems to drive efficiency and effectiveness. This will include reporting, monitoring and tracking systems to ensure the function successfully delivers.

Continuous Improvement skills are desirable to identify and deliver improvement opportunities to develop a high performing administrative function with coherent, consistent, high quality and effective services to all key internal and external customers and stakeholders, and as such, will be required to have excellent relationship building skills.

Responsibilities/key duties

Strategic

- Establish a delivery strategy for the accreditation's process ensuring that all targets are met.
- Identify and manage process improvements in business processes and systems to drive efficiency and effectiveness.
- Responsible for the effective project management of accreditations.
- Develop effective working relationships with internal and external stakeholders.
- Contribute actively to the strategic development of an innovative, customer-centric and highly proactive culture.
- Develop, review and implement systems in line with Faculty functions to ensure the effective operational delivery of the accreditation's process.
- Assess information and data relating to the undergraduate and postgraduate programs within the Business School and develop strategies and recommendations for improvements around accreditation.

Operations

- Lead initiatives for the development and streamlining of processes for the management of accreditations across the Faculty, ensuring parity across provision.
- Manage the compliance of programmes to ensure they are properly aligned with University and Work Based Learning standards.
- Facilitate meetings with internal and external stakeholders around accreditation standards to ensure delivery targets are met, and information is effectively shared/distributed.
- Lead the relationship with external stakeholders, Finance and the Faculty regarding invoicing and accreditation.
- Lead on the development of electronic systems to increase efficiency, transparency and comprehension of data management.
- Quality assure and develop, where needed, appropriate processes to monitor and evaluate outcomes of programmes, including the monitoring of progression and achievement.
- Lead the development or adaption of processes to ensure compliance for accreditation and program delivery.
- To undertake any other administrative duties and responsibilities appropriate to the level of responsibility, as determined by the Head of School.

Special Circumstances:

The role holder is required to have a flexible and agile approach to working arrangements.



Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Honour's degree, or equivalent, or relevant experience in a similar role.

Knowledge and Experience:

- Demonstrable knowledge of the accreditation process in Higher Education.
- Demonstrable record of successful management of projects and the delivery of key objectives within agreed performance parameters.
- Demonstrable record of developing processes and procedures to strengthen the performance of team/function.
- Proven track record of building productive and professional relationships with both internal and external stakeholders.
- Experience of managing budgets and finance processes.
- The ability to undertake routine tasks without supervision and the judgement to know when to seek advice.
- Excellent inter-personal skills and the ability to deal with difficult situations firmly but tactfully.
- Discretion in dealing with confidential matters.
- The ability to prioritise a demanding workload.
- The ability to meet deadlines under pressure.
- Problem-solving skills and the ability to persevere in progressing solutions.

Desirable

Qualifications and Professional Memberships:

- Experience of producing high quality written reports and other forms of written outputs.

Knowledge and Experience:

- Demonstrates a visible commitment to the University's values, vision and supporting strategies.
- Experience of the Higher Education Sector and an understanding of the accreditation process.
- Experience of working within an administrative role within the Higher Education Sector or similar.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Team Development

The role holder is required to advise or guide others working in the same team on standard information or procedures and the role holder is required to train or guide

others on specific tasks, issues or activities; give advice, guidance and feedback on the basis of their own knowledge or experience; deliver training and the role holder is required to carry out training or development activity according to the needs of the individual or group; identify current capabilities and future needs; define the performance standards required; identify appropriate developmental activity; assess the application of learning; give feedback and guidance on overall performance.

Communication

Oral

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others and occasionally is required to, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

Written

The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others and occasionally is required to, understand and convey complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

Service Delivery

The role holder is required to deal with internal or external contacts where the service is usually initiated by the role holder, working within the organisation's overall procedures or policies OR proactively seek to explore and understand customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

Pastoral Care and Welfare

The role holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people and the role holder is required to give advice on commonly occurring welfare issues or queries; follow standard welfare procedures for the organisation; recognise when an individual should be referred elsewhere for professional help; respect confidentiality.

Knowledge and Experience

The role holder is required to apply a breadth or depth of experience showing full working knowledge and proficiency of their own area of expertise; act as a point of reference to others; demonstrate continuous specialist development, acquiring and refining skills and expertise in new or related areas through undertaking and encouraging internal or external development activity.

Decision Making Processes and Outcomes

The role holder is required to take independent decisions that have a moderate impact. The role holder is required to be party to some collaborative decisions; work with others to reach an optimal conclusion that have a moderate impact. The role holder is required to provide advice or input to contribute to the decision-making of others that has a significant impact.

Date Completed:

June 2022