University of Sunderland
Role Profile
Part 1

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University of Sunderland

Head of Programme Administration	
Job Title:	Head of Programme Administration
Reference No:	0025-23
Reports to:	Deputy Academic Registrar
Responsible For:	Line management of Assistant Academic Registrar posts
Grade:	Grade G
Working Hours:	37 hours
Faculty/Service:	Academic Registry
Location:	City Campus and St Peters Campus, Sunderland
Main Purpose of Role:	To have strategic and lead accountability for the development and successful delivery of all academic programme administration across the academy. Develop and communicate a clear strategic vision for Programme Administration to achieve institutional objectives and deliver a customer-focused agile, professional administrative service to benefit students and other stakeholders. Provide effective strategic leadership of the Programme Administration function with the Academic Registry.
Key Responsibilities and Accountabilities:	Lead and manage the overall Programme Administration function. Set clear expectations for all Programme Administration roles, ensuring this is clearly communicated through service policy. Role model good management and leadership practices. To provide leadership to the Assistant Academic Registrars and advice to the Academic Registrar and Deputy Academic Registrar in the design and delivery of programme administration across the institution Support the Academic Registrar and Deputy Academic Registrar in setting service priorities, making a significant contribution to the annual planning cycle and delivering the service plan. Accountable for data integrity within Programme Administration, ensuring appropriate measures are taken to address issues and prevent from recurrence. Accountable for activity within the remit of the role and take a proactive approach to communicate issues, particularly where risks are evident which may affect the delivery of the University's strategic plan and/or the Registry plan.

	Build, develop and maintain an effective network with counterparts across the institution to identify and drive forward improvements. To be the main liaison on strategic development, working with Academic Deans and other senior staff to explore academic support requirements, identifying barriers and implementing good practice, whilst also managing expectations. Identify, develop and lead cross-Service and, where appropriate, institutional projects arising out of Programme Administration-related opportunities and explore all feasible options to ensure optimum service delivery to meet University priorities. Support the Assistant Academic Registrars with any issues or questions that are escalated and advise the Academic Registrar and Deputy Academic Registrar in the design and delivery of Academic Registry administration across the institution. To provide information and advice as required to the Deputy Vice-Chancellor (Academic) and the Pro-Vice Chancellors in the development and delivery of institutional strategies. Lead the implementation of policies and procedures in respect of academic programmes across the University Represent the service as required in University committees, boards and other meetings. To deputise for the Academic Registrar and Deputy Academic Registrar if required. Engage with senior managers at other HEIs, particularly through the Academic Registrar Council and Association of University Administrators networks, to identify good practice and engage with peer support. Represent the University on external regional, national or sector bodies in areas relevant to the postholder's areas of responsibility Undertake other duties as required by the Academic Registrar or Deputy Academic Registrar.
Special Circumstances:	Travel in the UK will be required (involving early starts / late finishes / overnight stays) and overseas travel (not normally more than a week at a time) may be required. The postholder will be expected to attend graduation ceremonies and to help facilitate the event on the day if required.

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Role Profile
Part 2

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Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Honours degree or equivalent professional experience.

Knowledge and Experience:

- Extensive knowledge and direct experience of the management and delivery of academic administration within higher education provision.
- Evidence of working at a senior level with a collaborative leadership style; a track record of developing high performing teams and motivating and inspiring others to achieve results by communicating clear aims and objectives.
- Demonstrable evidence of leading and managing cross-functional teams that deliver services, deploying effective resource management, setting and achieving targets and building staff capability.
- Creative and innovative approach to problem solving is essential, together with a track record of initiating and implementing change to improve effectiveness.
- Demonstrable ability to engage, influence and build relationships with senior stakeholders.
- Adept at managing relationships, influencing and negotiating.
- Experience of planning for specific functions at service or faculty level and a strong track-record of delivery to agreed targets.

Desirable
Qualifications and Professional Memberships:

- Masters degree or appropriate postgraduate or equivalent professional qualification.
- HEA Fellowship.

Knowledge and Experience:

- Advanced knowledge of technological solutions to process management.
- Experience of programme management associated with a branch campus.
- Experience of budget management.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	**Lead** Role model pride and passion in what they do. Engage others in the shared vision and promote positive contributions from others. Challenge negativity, value difference, diversity and inclusion and ensures fairness and opportunity for all. Sponsor, facilitate and drive culture for staff to take ownership of delivering difficult messages positively even when decisions are unpopular. To empower managers and team leaders to manage negative reactions constructively to positively change attitudes. Recognise and praise the achievements of others to influence a positive culture. Actively promote this service wide.
	Communicate and Influence Role model, sponsor and facilitate a culture of open and inclusive communication. Adapt style to influence stakeholders and communicate effectively with stakeholders to build successful relationships and outcomes. Manage networked relationships to navigate difficult conversations and achieve positive outcomes.
	Make Effective Decisions Use evidence and knowledge to support accurate, expert decisions, and advice. Carefully consider alternative options, implications, and risks of decisions. Appropriately assess when to make the decision and when to consult with recommendations.
	Work Together Work collegiately across the institution to ensure consistent implementation and a high quality of professional services across the whole of the academy. Work with senior staff in other services, the Academy and branch campuses, to take an institution-wide view of the whole range of academic-related support activity ensuring cross functional synergies to enhance the efficiency and effectiveness
	Change and Improve Identify and facilitate resource and budgetary efficiencies to streamline and improve effectiveness of service. Sponsor and facilitate a culture of continuous improvement; reviews and implements administrative procedures which improve the student experience
	Deliver at Pace Sponsor, facilitate and role model a culture that encourages the delivery of timely and quality results with focus and drive consistently across all functions
	See the Big Picture Understand how their role fits with and supports organisational objectives. Recognise the wider priorities and ensures work is in the interest of both. Role model to promote appropriate behaviours at institutional-, service- and team-level.
	Develop Self and Others Sponsor and facilitate a positive culture of knowledge and confidence using a variety of approaches and styles appropriate to each situation.

	Sponsor, facilitate and role model a culture of continuous self-development; proactively acquire and share new knowledge and skills as appropriate relevant to driving the service forward. Take accountability for own learning and the learning of others
Date Completed:	January 2023