

**JOB DESCRIPTION**  
**Vacancy Ref: N1870**

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|---|--|-----------------------|---|
| <b>Job Title:</b>   | Post-Experience Programmes Officer (Team Leader)   | <b>Present Grade:</b> | 6 |
| <b>Department/College:</b>  | LUMS PG Office   |                       |   |
| <b>Directly responsible to:</b>   | PG Manager   |                       |   |
| <b>Supervisory responsibility for:</b>  | Post-Experience Programmes team  |                       |   |
| <b>Other contacts:</b>  |  |                       |   |
| <b>Internal:</b>  | Programme Directors and teaching staff, students, University academic, professional and support staff (in LUMS, other faculties, departments and professional services). |                       |   |
| <b>External:</b>  | Business organisations and agencies, prospective students and clients, external examiners, funding bodies, other academic institutions, suppliers, accrediting bodies    |                       |   |
| <b>Job Purpose</b>  |  |                       |   |
| <p>The post-experience programme team is part of the PG Office within the Management School (LUMS). This office covers PGT and post-experience programmes, specifically the FTMBA; EMBA; MSc Management and bespoke executive programmes. The office also has oversight of PGR provision within LUMS. This is covered by the doctoral programmes team.</p> <p>This role will manage the post-experience programmes team. Working closely with Programme Directors and the Director for Executive Programmes this role holder is responsible for managing operational and administrative activities related to the delivery of post-experience programmes. The main purpose of the role is:</p> <ul style="list-style-type: none"> <li>• Manage a team responsible for post-experience programme delivery</li> <li>• Lead the operational delivery of post-experience programmes, ensuring work is undertaken and allocated accordingly</li> <li>• Lead the planning review and evaluation of programmes and processes within the post-experience team to ensure consistent service excellence and customer satisfaction</li> <li>• Support the implementation of change management processes within the team and wider school and have the ability to be both solutions focussed and innovative.</li> </ul> |  |                       |   |
| <b>Major Duties:</b>  |  |                       |   |
| <ul style="list-style-type: none"> <li>• Oversee the planning, delivery, review and evaluation of post experience programmes, supporting all aspects of programme administration and the development of materials and resources</li> <li>• Maintain and update handbooks, LUSI, ASPIRE Moodle</li> <li>• Process admissions and enrolments and monitor and track student attendance and achievement, keeping appropriate records and providing management information</li> <li>• Provide pastoral support to students in relation to their studies, help to resolve or deal with issues, provide agreed standard extensions and signpost to appropriate additional support where relevant</li> <li>• Plan and anticipate associate staffing needs, to deliver programmes, and co-ordinate the allocation and contracting of associates to programmes of work</li> </ul>   |  |                       |   |

- Monitor operational activities to ensure quality and customer satisfaction and liaise with teaching Directors to take action on matters related to the quality of learning, teaching and assessment
- Ensure compliance with regulatory, policy, quality and financial frameworks, including those of external stakeholders where appropriate
- Oversee timetabling and scheduling of on and off-campus delivery, ensuring teaching spaces are fit for purpose where appropriate
- Coordinate the development and implementation of health and safety plans
- Manage a team of staff, providing effective guidance, mentoring and line management support and developing a culture of professionalism and service excellence
- Identify support staff training and development needs and to be responsible for the support staff performance and development reviews (PDR)
- Proactively plan and monitor team workload to make the best use of skills and resources by promoting teamwork and multiskilling to in order to meet the needs of the team
- Work with the faculty finance team in relation to budget setting, monitoring and review, especially with regard to providing information on project income
- Prepare reports for internal use and to meet the needs of external funding agencies
- Manage and continuously improve business systems and processes including those for quality assurance and University regulatory requirements (e.g. departmental staff and teaching committees and exam boards) to maintain service excellence
- Provide accurate and timely business, management, marketing and financial information to aid own decision-making and advise colleagues and senior managers.
- Contribute, as required, to the marketing and recruitment of programmes in conjunction with colleagues. This may on occasion require attending external events
- Working with marketing and recruitment ensure accurate information, advice and guidance is provided
- Develop a strong network of internal and external contacts appropriate to the role to allow for continuous improvement and effective delivery of the programme
- As required, support faculty and central teams by supplying documentation and information to support accreditation submission and partnership development
- Any other duties commensurate with the grade and role as requested by the line manager, Head of Department or Head of School Administration