

JOB DESCRIPTION
Student Programmes Officer
Ref: N1955

Job Title: Student Programmes Officer	Grade: 6S
Duration: Indefinite	
Department: Lancaster Environment Centre (LEC)	
Directly responsible to: Departmental Administrator	
Supervisory responsibility for: Teaching Coordinators (Undergraduate and Postgraduate)	
<p>Other contacts:</p> <ul style="list-style-type: none"> • Internal: Departmental staff; students; faculty office; central professional services • External: External tutors; representatives of external partners (including accreditation bodies, other HEIs, placement providers); visitors (including prospective students) and suppliers. 	
<p>Role: The Student Programmes Officer will be responsible for delivering an excellent level of service to enable high quality administrative support to all students and academic staff. They will lead all department-based administration for students, schemes and modules. The role requires management of the department's student facing team. They will work collaboratively across the faculty and with central professional services divisions, leading on continuous improvement and driving new initiatives to meet strategic objectives that enhance student experience.</p> <p>Major Duties:</p> <p>Staff Management</p> <ul style="list-style-type: none"> • Manage, lead and develop the department's Student Office team; including day to day support; delegation of tasks; training and induction of new staff and Performance & Development Review (PDR). <p>Student Office Administration</p> <ul style="list-style-type: none"> • Work closely with and support the academic directors of studies and tutors in the efficient running of teaching programmes, including active involvement in departmental and cross faculty committees. • Responsibility for future planning, managing resources, process review and leading change to ensure consistent high-level service delivery. • Responsible for managing effective lines of communication (including with students). • Management of planning and timetabling (including coordinating the management and support of Graduate Teaching Assistants (GTAs)). • Management of programme administration. • Management of the processes associated with assessment and feedback. • Management of the administrative processes associated with examination boards including preparation of documents, meetings, liaison with external examiners. <p>Quality Assurance and Continuous Improvement</p> <ul style="list-style-type: none"> • Responsibility for quality assurance procedures including: <ul style="list-style-type: none"> ○ Ensure all schemes, modules and student records conform to university procedures and regulations in line with external regulations data management; ○ Support for the relevant committees and meetings in the department and feed in to Faculty and University level equivalents, supporting academic staff and ensuring follow up on actions; ○ Managing and coordinating the compilation of data and information for reviews, reports, Annual Teaching Reviews and 'Freedom of Information' requests in line with General Data Protection Regulation (GDPR), including external quality assurance audits, including professional accreditation bodies. • Engage in collaborative working relationships within the faculty and across the university, and participate or lead on projects and initiatives to ensure continuous improvement of teaching and learning. <p>Student Wellbeing, Engagement and Retention</p>	

- Working collaboratively with academic staff, teaching coordinators, Student Based Services (SBS) and colleges to provide an inclusive support service to all students, signposting where appropriate.
- Engage with students and academic staff to inform user-focussed service delivery.
- Support academic staff with initiatives to improve student retention.
- Working collaboratively with faculty and central professional services divisions to promote student engagement and employability.

Departmental Specific Duties

- Consider ways of expanding the contribution of non-standard teaching to the department's postgraduate programmes.
- Participation in relevant training and development.
- Any other duties deemed appropriate to the grade of the post.