

**JOB DESCRIPTION**  
**Student Programmes Officer**  
**N1928**

<b>Job Title:</b> Student Programmes Officer	<b>Grade:</b> 6S
<b>Duration:</b> 2 years fixed term	
<b>Department:</b> Physics & Chemistry	
<b>Directly responsible to:</b> Departmental Officer, Physics	
<b>Supervisory responsibility for:</b> Teaching Coordinators (Physics and Chemistry), PGR Coordinator	
<b>Other contacts:</b> <ul style="list-style-type: none"> <li>• <b>Internal:</b> Departmental staff; students; faculty office; central professional services</li> <li>• <b>External:</b> External tutors; representatives of external partners (including accreditation bodies, other HEIs, placement providers); visitors (including prospective students) and suppliers.</li> </ul>	
<p><b>Role:</b> 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 two departments' student facing teams. 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><b>Major Duties:</b></p> <p><b>Staff Management</b></p> <ul style="list-style-type: none"> <li>• Manage, lead and develop the departments' Student Office teams; including day to day support; delegation of tasks; training and induction of new staff and Performance &amp; Development Review (PDR)</li> </ul> <p><b>Student Office Administration</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Responsibility for future planning, managing resources, process review and leading change to ensure consistent high-level service delivery</li> <li>• Responsible for managing effective lines of communication (including with students)</li> <li>• Management of planning and timetabling (including coordinating the management and support of Graduate Teaching Assistants (GTAs)</li> <li>• Management of programme administration</li> <li>• Management of the processes associated with assessment and feedback</li> <li>• Management of the administrative processes associated with examination boards including preparation of documents, meetings, liaison with external examiners</li> <li>• Oversight of postgraduate funding and other activities in line with internal and external procedures and regulations</li> </ul> <p><b>Quality Assurance and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Responsibility for quality assurance procedures including: <ul style="list-style-type: none"> <li>○ Ensure all schemes, modules and student records conform to university procedures and regulations in line with external regulations data management</li> <li>○ Support for the relevant committees and meetings in the departments and feed in to Faculty and University level equivalents, supporting academic staff and ensuring follow up on actions</li> </ul> </li> </ul>	

- 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 in and lead on projects and initiatives for continuous improvement

### **Student Wellbeing, Engagement and Retention**

- 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**

This is a two year fixed term post, tasked to deliver the objectives below by the end of the two year period:

- Create successfully functioning and resilient single student offices for Undergraduate and Postgraduate students.
- Support delivery of the Physics UG curriculum review.
- Review administrative procedures and processes related to administration of UG student programmes in the two departments, including identifying efficiencies which could be made through sharing best practice, and implement any resulting recommendations.
- Review wellbeing support for students in the two departments and lead on ensuring departmental support in this area is linked effectively with support services provided by SBS and the colleges.
- Review support for PGR students and programmes provided in the two departments and ensure provision is effective and efficient.
- Identify and support the introduction of digital support for the submission and assessment of student work, where appropriate.

### **Other duties**

- Participation in relevant training and development
- Any other duties deemed appropriate to the grade of the post