**JOB DESCRIPTION**

**Student Programmes Officer,**

Vacancy Ref: N2369

<table>
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<tr>
<th><strong>Job Title:</strong> Undergraduate Student Programmes Officer</th>
<th><strong>Present Grade:</strong> 6S</th>
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<tr>
<td><strong>Division/College:</strong> Biomedical &amp; Life Sciences</td>
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<td><strong>Directly responsible to:</strong> Divisional Officer</td>
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<td><strong>Supervisory responsibility for:</strong> BLS Teaching Office</td>
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**Other contacts**

**Internal:** Undergraduate students; divisional staff; faculty office; central professional services

**External:** Prospective students; external examiners; tutors; representatives of external partners (including accreditation bodies, other HEIs, placement providers); visitors and suppliers.

**Role:** The Undergraduate Student Programmes Officer will be responsible for delivering an excellent level of service by the BLS Teaching Office to enable high quality administrative support for all Undergraduate students and academic staff. They will lead all divisional-based administration for students, programmes and modules. The role requires management of the BLS Teaching Office staff. 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 the student experience.

**Major Duties:**

**Staff Management**
- Manage, lead and develop the division's Teaching Office team; including day to day support; delegation of tasks; training and induction of new staff and Performance & Development Review (PDR).

**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-focused 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.

**Student Office Administration**
- Work closely with and support the academic Directors of Studies and Tutors in the efficient running of teaching programmes, including active involvement in divisional 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.
- Management of programme administration including placements.
- 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.
- Management of International Teaching Partnership (Sunway University) programme administration.
Quality Assurance and Continuous Improvement
Responsibility for teaching quality assurance procedures including:
- 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 division 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 and Programme 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.

Admissions
- Oversight of BLS Admissions activity including open days, applicant visit days and outreach.

Divisional Specific Duties
- Support the Director of UG Biology and Director of Teaching to develop and implement continuous improvement of agreed areas of common practice across divisional programmes.
- Support cross-faculty collaboration in relation to the Biology programme and areas of common practice.

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