

Job Description

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| Job title: | Online Programme Development Manager |
| Department/School: | Learning Partnerships Office |
| Grade: | 8 |
| Location: | University of Bath premises |

Job purpose

The primary purpose of this role is to manage the development, from inception to delivery, of new programmes based on the decisions of the Online Strategy Board and in line with the remit set out in partner contracts.

The post holder will also manage the development of the existing online programmes, will manage the review of and oversee the successful implementation of the units.

The post holder will be responsible for driving the approval process for new programmes through the university committee system including the drafting of committee papers.

This role demands effective and constructive liaison with and between University staff and external provider staff, and between diverse University departments and services, to resolve complex issues in a timely manner and to smoothly interface with, and manage, different perspectives and approaches to on-line provision. It requires tact and diplomacy coupled to a clear sense of purpose and the ability to balance diverse interests while maintaining operational efficiency.

Source and nature of management provided

Head of Learning Partnerships & Deputy Director

Staff management responsibility

N/A

Special conditions

The post-holder will be required to meet tight deadlines.

Annual leave will be restricted during peak workload periods relevant to the areas of work in the Online programmes, development and approval calendar and will need to be planned in advance with consultation with the line manager.

The post holder will ensure full compliance with all University policies and guidelines.

Main duties and responsibilities

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| 1 | Work closely with the Head of LPO to project manage the expansion of the online programmes in line with the decisions of the Online Strategy Board, the remit set out in the current contractual obligations and the commercial relationship between the University and the provider. |
| 2 | To project manage the development of the existing suite of online programmes effectively ensuring it is fit for purpose, |
| 3 | To work with and support academics and appropriate administration staff to manage the timely approval of new on-line courses. Be proactively responsible for planning the approval process and make a significant contribution to the committee documentation related to approvals. |
| 4 | Create actionable plans for the development of new online courses. Plan and agree with stakeholders the timeframe for development, launch and approval through the University committee system. Play an active role in ensuring these plans are executed and updated against the critical time schedule necessary for successful and timely on-line programme delivery. |
| 5 | To drive the approval processes involved for each course through University's committee system including the development and submission of committee papers. |
| 6 | To manage the development review process during unit development cycles up to the point of launch and to make significant contribution to the continuous review process of the online programmes. |
| 7 | Actively manage the complex multi-party relationships between the provider and the university with respect to the development, both in the planning of approvals, record keeping and the management of Key Performance Indicators where appropriate. |
| 8 | To be proactive in identifying issues and barriers to the successful development and operation of the on-line provision. To continually assess, analyse, monitor and communicate associated risks and develop clear mitigation strategies and ensure these are operationalised and effective. |
| 9 | To bring knowledge and experience to addressing issues in a timely manner while being sensitive to the complex multi-party relationships inherent in the on-line provision and the diverse interests in and approach's to the development of on-line programmes. |
| 10 | To provide regular updates on progress to the HLPO, analyse, produce and present concise, accurate and effective reports as required. |
| 11 | To be adaptive and responsive to the dynamics of demand in the online provision |
| 12 | Engender a supportive and collaborative professional ethos throughout the management of the online provision |
| 13 | To contribute to regular management updates delivered to HoDs and DoS groups and ensure effective mechanisms are in place for information flow between them and the provider. |
| 14 | To draft advisory reports/papers/briefing notes for a range of audiences, including senior managers and high level University committees. |
| 15 | To ensure that all recordkeeping methods and processes are fit for purpose and to develop and modify tools and processes to ensure the development of online programmes is efficient and effective with regard to University resources and student experience. |
| You will from time to time be required to undertake other duties of a similar level as reasonably required by your line manager. | |

Person Specification

| Criteria: Qualifications and Training | Essential | Desirable |
|---------------------------------------|-----------|-----------|
| First degree or equivalent | x | |
| Postgraduate Degree | | x |

| Criteria: Knowledge and Experience | Essential | Desirable |
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| Excellent track record of achievement in a high level, results-oriented environment e.g. programme development, project management, planning etc. with demonstrable responsibility for a diverse portfolio in a multi-stakeholder environment | x | |
| Demonstrable experience of supporting the development and implementation of strategic projects in a complex environment | x | |
| Ability (supported by evidence) to draft advisory reports/papers/briefing notes for a range of audiences, including senior managers and committees. | x | |
| Experience of working with staff at all levels in both a Higher Education environment and with external service providers | x | |
| Experience of Higher Education programme delivery, ideally PGT and online learning. | | x |
| Proven ability to communicate confidently and effectively both orally and in writing to internal and external audiences, producing professional and persuasive papers on a range of complex topics for diverse audiences | x | |
| Proven ability to work effectively across organisational boundaries | x | |
| Experience of programme approval and accreditation processes | x | |
| Experience of managing academic development projects particularly those with a commercial partner. | | x |
| Experience of successfully following QA procedures in Higher Education | | x |
| Excellent knowledge and application of Standard IT packages | x | |

| Criteria: Skills and Aptitudes | Essential | Desirable |
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| Excellent verbal and written communication skills Ability to write reports and other documents | x | |
| Excellent interpersonal skills used for developing and | x | |

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| sustaining productive working relationships with internal and external colleagues. High level of tact and diplomacy | | |
| Excellent time management skills with the ability to effectively prioritise a heavy workload and keep track of on-going projects, often to conflicting deadlines Able to function under pressure of a high volume of work, and occasionally, short timescales Ability to cope with competing demands Effective planning and organising skills | x | |
| Excellent Project Management Skills | x | |
| Ability to work with high levels of accuracy and attention to detail | x | |
| Good understanding of on-line programme delivery and the challenges this presents. Excellent understanding of the process of online programme development Good understanding of the market for on-line programme delivery | | x |
| Excellent communication skills (written and oral) and ability to work in a facilitative rather than instructive manner with colleagues and Participants Responsive to problems and complaints | x | |
| Good interpersonal skills with staff at all levels | x | |
| Excellent organisational skills, including ability to prioritise own work Willing to work flexibly in terms of tasks and time Self motivated and enthusiastic | x | |
| Competent user of databases, spreadsheets and other standard IT packages | x | |
| Able to work in a team, take initiative and work independently | x | |
| Highly proactive in communicating effectively with line manager and other stakeholders | x | |
| Committed to creating a friendly and welcoming environment | x | |

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.