UNIVERSITY OF BATH

Job Description

Job title:	**Online Programmes and Partnerships Officer**
Department/School:	**Learning Partnerships Office**
Grade:	**6**
Location:	**University of Bath Campus**

Job purpose

This post is part of a team in Learning Partnerships Office (LPO) which manages partnerships programmes and relationships with external partners, University Departments and Faculties/School. LPO sits within Undergraduate Admissions and Outreach and provides a central point for the management of programmes that are typically part of arrangements with external providers.

One of LPO's functions is to work with Faculties/School and Departments across the University to oversee all aspects of the student and academic administration associated with online courses. The Officer is responsible for key administrative and quality processes including the tracking of student progress, boards of examiners and advising partner and programme teams on processes that underpin the smooth running of the programmes and the partnerships. They will provide a central and consistent approach between University departments and a central point of contact for partners. Due to the flexibility of the online programme provision, students will have the opportunity to enrol at a number of points throughout the year. This will require attention to detail and vigilance in following the progress and tracking of each student outside of the traditional model of a cohort-based intake.

You will ensure that services are efficient, effective and adapt to changing circumstances. This is a busy and varied role which requires you to communicate persuasively and tactfully with academic staff and to ensure cooperation and compliance with frequent milestones in the academic year. The postholder must be able to prioritise effectively and work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly.

You will maintain the high quality and effective mechanisms that are already in place for managing relationships with both external partners and University Departments and Faculties/School.

You will work in close collaboration and consultation with the Head of LPO to provide a seamless and successful support for all online programmes throughout the calendar year.

Source and nature of management provided

Line management provided by the Online Programmes Manager (Operations) with strategic direction from the Head of LPO.

Staff management responsibility

N/A

Special conditions

At points throughout the year the post holder is required to travel to partner institutions to attend meetings.

Annual leave will be restricted during specific periods and will need to be planned in advance with the Head of LPO. This is due to the multiple start points and the online programme structure which does not adhere to a traditional academic calendar.

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1. Partnership administration

- Provide centralised, consistent and coherent programme administration across a range online programmes.
- Develop and apply knowledge of University policies, regulations and procedures as related to taught programmes provision and advise team members, academic staff and students accordingly.
- Assist in the building and maintenance of effective relationships with the online provider and across University Departments and Faculties/School.
- Be fully conversant with the contractual arrangements which govern the partner relationship and ensure adherence to these. Alert the Head of LPO to any variation in the implementation of the contract procedures by members of the University or the partner organisation.
- Work effectively as part of the LPO team to ensure a seamless and highly organised management of programmes, student journey and partners.

2. Programme and Student Administration

- Assist in the production and maintenance of core programme information including programme handbooks, programme specification, unit descriptions, assessment schedule etc. in accordance with Competition and Markets Authority (CMA) regulations.
- Manage the student journey for online programmes, ensuring effective tracking and monitoring of individual students and all aspects of student administration from enrolment to conferment.
- Identify and resolve complex issues relating to student progression, extension and plan individual student's academic pathway and progression.
- Manage all aspects of student records on SAMIS, including registration, induction, assessment marks, evaluation, results and communication to students.
- Keep an accurate record of student withdrawals, suspensions and

	formal study breaks.
	• Act as liaison for student support between the University and the partner for online programmes.
	• Identify and resolve complex issues relating to student support as necessary and related to study breaks. Liaise with Student Support Co-ordinators, academic teaching staff and where necessary professional services of the University.
	• Support timetabling activities, as required, including resolving issues relating to staff and students.
	• Manage programme records and changes within University systems as required, preparing and co-ordinating submission of committee paperwork, in liaison with Head of LPO.
	• Oversee all aspects of extensions, Individual Mitigating Circumstances (IMCs) and assessment offences in liaison with line manager.
3. Assessment/Exam Boards	
	• Be fully conversant with the relevant assessment and University regulations for each online programme and ensure they are adhered to by the University programme team for online provision.
	• Produce assessment schedule for each assessment period, incorporating deadlines/key dates.
	• Service Boards of Examiners and IMC Panels including preparation of results, completing post Exam Board actions in a timely manner; ensure all decisions are recorded correctly in the student record system (SAMIS).
	• Provide correct advice on assessment and IMC regulations to partners, academic staff and the Chair of Boards of Examiners.
	• Establish excellent working relationships with and provide a central point of contact with External Examiners, including recruitment, approval, appointment and induction in consultation with line manager.
	• Proactively engage with External Examiners and Directors of Studies/Programme Leaders to ensure all required assessment materials and student work is reviewed in line with Quality Assurance (QA) procedures.
	• Be responsible for the effective convening of Board of Examiners and plan the annual cycle of boards required for online courses taking into account individual student progression.
4. Committee work	
	• Produce paperwork for Department and Faculty/School Committees, update records and take appropriate actions following committee meetings.
	• Act as secretary to the required programme/partner management meetings), producing minutes and action plans.
5. Quality assurance	
	• Be fully conversant with the University QA Code of Practice statements relevant to partner and online programmes in order to give preliminary guidance as appropriate.
	• Ensure all quality assurance and enhancement requirements are met
	• Produce programme/unit approval paperwork.

	- Support and contribute to approval of partners and contribute to accreditation processes. - Be aware of the implications of the Data Protection and Freedom of Information Acts and adhere to necessary GDPR requirements on the processing of student and staff data. - Be conversant with, and ensure adherence to, the regulations of the Competition and Markets Authority (CMA) with regard to Higher Education. - Plan and co-ordinate partner reviews and contribute to monitoring reports.
You will from time to time be required to undertake other duties as reasonably required by your line manager or the Head of LPO. You are required to follow all University policies and procedures at all times and take account of University guidance.

Person Specification

Criteria	Essential	Desirable
Qualifications and Training		
Education to degree level or equivalent qualification or experience	✓	
Knowledge and Experience		
Demonstrable administrative experience	✓	
Familiarity with university level Regulations and QA procedures		✓
Experience of the operation, organisation and planning of committees meetings / Boards	✓	
Experience of taking accurate minutes, writing reports, and supporting the Chair in maintaining efficiency and ensuring accuracy and compliance	✓	
Experience of academic operations and administration	✓	
Knowledge of educational partnership work		✓
Knowledge of Management Information Systems / Database	✓	
High level of knowledge and experience in use of standard IT desktop applications	✓	
Experience of working in HE		✓
Experience of working to tight deadlines	✓	
Skills		
Excellent organisational, operational and administrative skills	✓	
Able to assimilate complex procedural information and guidelines and provide appropriate and accurate advice accordingly	✓	
Excellent verbal and written communication skills to include producing accurate reports, committee papers and minutes with excellent attention to detail	✓	

Able to fully engage with line manager and the team to ensure consistency and accuracy across all provision	✓	
Strong interpersonal skills, to address a variety of needs and interact effectively with a wide and varied range of people	✓	
Able to collate information and produce reports in graph or chart form	✓	
Project planning skills		✓
Attributes		
Highly motivated and able to manage own workload efficiently across a broad range of activities	✓	
Able to follow advice, instruction and feedback from more senior staff and improve quality of work and service	✓	
Able to "think outside of the box" and come up with innovative ways of working in a changing environment to ensure a seamless operation	✓	
Flexible approach to work, adaptable and able to cope with a busy workload and tight deadlines	✓	
To have a very positive and supportive attitude	✓	

Effective Behaviours*

To be most effective in this role the University has identified a set of effective behaviours. These behaviours do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. This table identifies how the EBF applies to this specific role:

Managing self and personal skills:	• Able to give and receive feedback constructively • Behaves professionally when faced with challenging situations • Demonstrates self-awareness • Is self-starting and proactive
Delivering excellent service:	• Listens with empathy, questions and clarifies in order to understand the needs of others • Tailors communication to meet the needs of stakeholders • Uses feedback to drive improvements • Takes responsibility for actions • Keeps up-to-date with relevant information in order to provide accurate advice and resolve complex queries
Finding innovative solutions:	• Thinks creatively and implements solutions for complex problems

	• Strives to continually improve own processes • Identifies gaps against best practice • Draws on experiences of self and others • Considers alternative options • Shares learning and experiences with others
Embracing change:	• Successfully performs in varying environments • Has a positive attitude towards change • Demonstrates flexibility and adaptability • Encourages experimentation and new ways of working • Encourages others to initiate and embrace change through influencing and persuasion
Using resources:	• Liaises outside of immediate work area to maximise use of resources within the University • Promotes efficient and cost-effective working practices • Proactively plans and prepares for future events • Establishes realistic milestones, reviews progress and adjusts accordingly • Effectively manages time and coordinates priorities, tasks and resources to achieve work outcomes
Engaging with the big picture:	• Understands links between individual, team and University objectives/strategies • Proactively builds networks with colleagues in different areas • Understands different perspectives and ways of working • Understands the context within which the team is operating
Developing self and others:	• Shows commitment to own development and learning • Engages with training activities • Recognises others' contribution to the achievement of objectives • Uses delegation as an opportunity to develop others
Working with people:	• Acts fairly and respectfully towards others • Demonstrates honesty and integrity • Fosters a collaborative team-working environment • Has a comprehensive understanding of boundaries between the responsibilities of different roles
Achieving results:	• Takes personal responsibility for getting things done • Works effectively in order to meet deadlines • Monitors progress and provides regular updates • Maintains a high standard of work even when under pressure