

Job Description

Job title:	Programmes Manager
Department/School:	Faculty of Humanities and Social Sciences
Grade:	Grade 7
Location:	University of Bath

Job purpose

The Programmes Manager provides a critical contribution to the delivery of the Faculty's undergraduate and postgraduate taught programmes provision, providing leadership of the Taught Programmes administration team, directly line-managing leaders of sub-teams. Working collaboratively with another Programmes Manager and Assistant Registrar, the post-holder will take responsibility for the development, revision, organisation, co-ordination and supervision of programme-related and quality assurance administrative processes and procedures across the Faculty, ensuring that these processes are compliant, efficient, effective and adapt to changing circumstances. The post-holder will support and lead on Faculty projects and key areas related to academic quality and standards.

Source and nature of management provided

Assistant Registrar

Staff management responsibility

Line management of the Programmes Officers (who head up sub-teams) within the Taught Programmes Team

Special conditions

Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday.

The post-holder may occasionally be required to undertake duties outside of standard University hours including evenings or weekends where the business need arises. Some occasional travelling may be required, for example to user groups or conferences.

The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

Main duties and responsibilities	
	<ul style="list-style-type: none"> • Provide operational leadership and management of sub-teams within the wider Faculty Taught Programmes team, ensuring high quality, effective and responsive professional services support; • Take responsibility for the organisation, planning and management of support including devising, reviewing and negotiating individual and team workloads; • Work collaboratively with the other Programmes Manager and Assistant Registrar towards continuous process improvement and the smooth implementation of new processes and systems development; • Work with the Student Engagement Manager to develop and implement enhancements to the student experience;
1	<p>Management and Leadership:</p> <ul style="list-style-type: none"> • Provide operational management and professional leadership to the Taught Programmes team. This will include recruitment & selection, induction, appraisal, performance management, sickness/absence, discipline and pastoral care etc.; • Enable staff to develop their knowledge and skills both individually and collectively, so that they can provide the best service for the Faculty and its departments; • Take operational responsibility for project teams, including where day-to-day management has been delegated.
2	<p>Operations:</p> <p>Ensure the provision of high quality, effective and responsive professional services support for staff and students by:</p> <ul style="list-style-type: none"> • Acting as a point of escalation to advise academic colleagues, students and team members on University policies, regulations, and procedures related to taught programmes and student records. • Leading, directing and managing the Taught Programmes team to support all aspects of programme administration. This will include, induction, fee monitoring, programme administration, quality assurance, support for Professional Body accreditation, provision of programme information i.e. including timetabling, handbooks, assessments. • Leading on Faculty processes, specifically Faculty IMC Panel, Curriculum Planner, and Exam Boards. Supporting the Assistant Registrars as required. • Managing the interface between programme administration, academic members of staff, central professional services and students; • Planning for and successfully implementing any new initiatives that result in new or changed administrative processes relating to taught programmes;
3	<p>Project Management:</p> <p>Support the Faculty in meeting its strategic objectives through the creation, delivery and management of projects relating to:</p> <ul style="list-style-type: none"> • Enhancement of the student experience from recruitment to graduation; • The optimisation of resources to deliver the Faculty's operational and strategic objectives, including process improvements;

	<ul style="list-style-type: none"> Any other projects as determined by the Assistant Registrar and Director of Administration. <p>This will include acting as the interface between professional services, academic staff and students and using knowledge and expertise to positively influence appropriate outcomes.</p>
4	<p>Process Improvement and Consistency:</p> <ul style="list-style-type: none"> Ensure the highest quality administrative support for programmes through streamlining and improving processes where possible and being proactive in initiating and supporting the development of systems, utilising all appropriate technologies, whilst developing and maintaining a culture of commonality, standardised on best practice; Work collaboratively with the other Programmes Manager and Assistant Registrar in developing and implementing relevant policies and procedures as required and ensuring their adherence. Be proactive in initiating and supporting the development of systems, utilising all appropriate technologies.
5	<p>Planning</p> <p>Assist the Faculty's strategic planning by:</p> <ul style="list-style-type: none"> Generating, manipulating and analysing management information relating to programmes, students and applicants in order to support strategic planning; Advising on and operationalising strategic initiatives agreed by Faculty Executive, in consultation with the Associate Dean (Learning & Teaching); Contributing to the Faculty planning cycle by assisting the Assistant Registrar and Director of Administration in determining resourcing needs for programme administration. Advising, influencing and assisting the Faculty's senior management team in the development of operational, management and strategic plans regarding taught programmes and their design;
6	<p>Information and Communication:</p> <ul style="list-style-type: none"> Gather relevant information and ensuring its effective dissemination across the Faculty where appropriate (including the sharing of good practice); Lead and work closely with Programmes Officers to ensure consistency and efficiency of working practices and processes; Liaise with other University departments as required.
7	<p>Reporting:</p> <ul style="list-style-type: none"> To advise and assist the Faculty Learning, Teaching and Quality Committee in relation to any operational matters related to programme administration and development as required; Report on progress of projects by preparing audience-specific briefings and presentation materials as required for internal meetings.
<p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance</p>	

Person Specification

Criteria: Qualifications and Training	Essential	Desirable
A first degree or substantial experience in a managerial capacity	✓	

Criteria: Knowledge and Experience	Essential	Desirable
Expert knowledge of programme administration and relevant regulations and codes of practice	✓	
Knowledge of administrative and support systems, process design and improvement	✓	
Experience of line-managing staff and ability to develop and motivate teams	✓	
Experience of providing analytical and strategic advice to senior managers	✓	
Experience of managing and delivering projects		✓
Experience of service delivery and building customer relationships	✓	
Initiation and management of strategic and operational change	✓	
IT literacy	✓	
Experience of influencing and assisting with policy formulation		✓
Experience of working in the HE Sector		✓
A good understanding of the challenges facing the Departments' and the University		✓

Criteria: Skills and Aptitudes	Essential	Desirable
Strategic thinking and planning skills, with the ability to convert these to operational plans	✓	
Ability to develop innovative solutions and to influence others to adopt them	✓	
Leadership and motivational skills in formal and informal situations	✓	
Well-developed influencing and relationship-building skills	✓	
Effective communication, negotiation and diplomatic skills	✓	
Ability to challenge the status quo effectively	✓	
Ability to work as a team player, builder and leader	✓	
Ability to liaise and co-operate with people across organisational boundaries	✓	
Ability to work independently	✓	
Excellent analytical skills and problem solving capability	✓	
Willingness to embrace change and bring positivity	✓	

to the workplace		
Project management and organisational skills	✓	
Report writing skills	✓	
Experience of training delivery and ability to facilitate and conduct focus groups/small group training sessions		✓

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.