

Job Description

Post/Job Title:	Programme Officer
Reference:	767
Faculty/Professional Service:	Academic Services
Group/Section:	Programme Operations
Location:	Any University location
Normal hours per week:	37 <i>Note: Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.</i>
Grade:	4
Accountable to:	Programme Operations Team Leader
Accountable for:	N/A
Special Conditions:	As this role may come into contact with apprentices, the postholder must be familiar with our Safeguarding Policy and, at all times comply, with its requirements to safeguard and protect the welfare of young people and vulnerable adults. This includes attendance on relevant mandatory training.

Job Purpose

The Programme Operations team provides an integrated, informed and responsive service to support the effective delivery of our courses. The team provides day to day support to students in relation to their courses, administers core operational processes and works with academic colleagues and professional support colleagues across BU to provide a high-quality student experience. This role will involve responding to a wide range of complex queries and ensuring full compliance with university regulations and policies.

The position requires strong interpersonal skills, excellent communication skills and proactive decision-making within the scope of defined responsibilities, alongside regular prioritisation of tasks. The postholder will develop a detailed understanding of programmes within their core area of responsibility and a broader understanding of BU's overall portfolio of programmes –and be able to utilise programme and student information from a variety of IT systems.

The role may be required to work across teams, providing mutual support within other teams in BU when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

Main Responsibilities

- Effectively manage a set of tasks and responsibilities as appropriate to the Programme Operations Team related functions within Academic Services including:
 - providing assessment support for units up to mark transfer into the student record system including process associated with anonymous marking and in year retrieval
 - contacting students to resolve queries related to their course or student record
 - supporting course related activity such as Programme handbook development, staff:-student forums,

- liaising with other professional service teams within BU related to course specific queries e.g. ALS, exchange students, placements
 - liaising with partner colleagues and apprenticeship providers related to on course queries, as required
 - maintaining individual student records for information not included in a central database
 - liaising with External Examiners regarding coursework assessment review, post assessment moderation processes and facilitating any in person visit arrangements
 - providing procedural and specialist course related advice to students and staff
 - coordinating with Programme Operations team colleagues to provide in person presence in faculty areas during the working week.
2. Dealing with administration and communication relating to the Programme Operations team processes and procedures in line with university policy and regulation such as:
 - student attendance/engagement processes
 - all student Change of Circumstance requests (e.g. interruptions, withdrawals)
 - all aspects of exceptional circumstances requests
 - provision of data for accreditation/PSRB organisations as required
 - servicing student meetings such as all types of Support to Study meetings
 - supporting the early resolution stages of academic appeals, complaints and academic offences and providing information for formal and review stages
 3. Dealing courteously and effectively with all enquiries received by email, online, face to face or telephone.
 4. Utilising a range of IT systems to accurately record critical data, produce reports and provide information to various stakeholders.
 5. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services Team. This will include contributing to the development of key process and service monitoring.
 6. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy.
 7. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits.
 8. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

Contacts

Internal: All BU students and staff

External: All BU stakeholders; External Examiners; Accrediting Bodies, Partner staff

Challenges

There is a need for excellent interpersonal skills and the ability to build excellent relationships with students, academic staff and the wider Academic Services team to ensure the processes are completed in a timely and efficient manner. At peak periods the workload will need careful prioritising and the post holder may have to deal with complex and challenging situations whilst remaining calm, polite and professional at all times.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information

technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

Person Specification

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SELECTION CRITERIA		Essential/ Desirable
Knowledge (including experience & qualifications)		
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications)		E
Previous experience of working in an administrative role with a varied and complex set of responsibilities		E
Previous experience of working in a frontline, customer facing or advisory role		E
Previous experience of working in an administrative role within an education environment		D
Skills		
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders.		E
Excellent written and verbal communication skills, confident communicating on the phone, in person and on teams.		E
Excellent MS Office skills and ease of learning new IT applications.		E
Proven experience of using databases or an enquiry management system to record, extract and manipulate information.		E
The ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines.		E
Previous experience of implementing administrative processes effectively.		D
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances.		E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached.		E
Attributes		
A demonstrable commitment to service excellence, and the desire to understand the work of a complex organisation.		E
Ability to develop and maintain professional relationships of respect, trust and support between all staff and students.		E
Empathetic and supportive manner		E
Ability to work on own initiative and as part of a team.		E
Ability to review and recommend changes to structures/systems as part of a culture of continuous improvement.		E
Ability to prioritise and work to tight deadlines.		E
A methodical approach to process; an aptitude for accuracy and attention to detail.		E
Commitment to undertake staff development		E
Flexible approach to work including a willingness to adjust working hours according to service needs		E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations		E