



Job Description

Post/Job Title:	Programme Support Officer
Ref:	175 / POSN103669
Faculty:	Faculty of Media & Communication
Location:	Weymouth House, Talbot Campus
Normal hours per week:	37 hours / 1 FTE
(Flexibility is required in order to ensure that key time scales and deadlines are met)	
Grade:	4
Responsible to:	Programme Support Team Leader

Job Purpose

This is an administrative role responding to the wider and more complex requirements involved in the management of programmes within the Faculty. You will be responsible for the day-to-day management of all administrative tasks relating to Faculty programmes. This will include ensuring that the aims and objectives of the programmes are met, ensuring that the regulations and policies of the University relating to programme administration are observed. You will have excellent interpersonal skills and will be expected to be a pro-active decision-maker within the remit of the duties listed.

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

1. Effectively managing on-course support for a range of courses within the Faculty including Partners and exchange students, ensuring that a consistent level of support is provided to both students and staff. Areas of responsibility for support will include maintaining student records, programme handbooks, assessment process, visa student monitoring, leading with enrolment, induction and withdrawals, and other related processes.
2. To co-ordinate all student interruptions and withdrawals, liaising with the relevant Programme Leaders.
3. To assist the Programme Support Team Leader in resolving critical student issues such as Support to Study and local stage appeals and complaints.
4. Work closely with the Programme Support Team Leader in co-ordinating any student related surveys, helping to support deployment and collation.
5. To represent the Faculty at various forums as and when required. Ensure that information is relayed to the relevant staff.
6. To utilise a range of IT systems, including the student record database, to record critical data, produce reports, and provide information for various stakeholders.
7. Ensuring that all aspects of work achieve high levels of Service Excellence and making suggestions for service improvements.
8. Work closely with the Programme Support Administrators to ensure consistency in approach across programmes and to help manage workloads in order to meet deadlines.
9. Co-ordinating the production of examination papers and liaising with external organisations such as External Examiners and Professional Accreditation bodies.
10. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Programme Support Team. This will include contributing to the development of key process and service monitoring.

11. To ensure that BU is represented professionally in all aspects of communication, including appropriate signposting of students to relevant student services.
12. At all times maintaining student confidentiality, working within the requirements of the Data Protection Act and the University's Confidentiality Policy.
13. Supporting BU wide events and activities e.g. Open Days and Graduation.
14. Any other duties as may reasonably be required by the Programme Support Team Leader, Education Service Manager or Director of Operations.
15. Provision of support to the Academic Offences process.
16. Implement and maintain an effective process to record all exceptional circumstances and Additional Learning Needs records.
17. Work closely with Programme Leaders to support programmes and participate in programme team meetings.
18. Liaise and collaborate with appropriate Faculty and Professional Services teams.

Contacts:

Internal: All BU staff and students

External: All BU stakeholders; External Examiners; Accrediting Bodies.

Challenges

There is a need for excellent interpersonal skills and the ability to build excellent relationships with academic staff 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

NB:

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 Equality & Diversity 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.

October 2024



Person Specification

Post / Job Title:	Programme Support Officer	Post No: 5047003
Faculty:	Faculty of Media & Communication	Date: October 2024
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 a customer service role		E
Experience of supervising / coordinating the workload of others		D
Excellent interpersonal skills with the ability to work co-operatively and effectively with students, staff at all levels, and other BU stakeholders		E
Experience of using databases or an enquiry management system to record, extract and manipulate information		E
Experience of implementing administrative processes effectively		D
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached		E
Skills		
Excellent written and verbal communication skills		E
Excellent MS Office skills		E
Attributes		
The ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines		E
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances		E
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
Ability to work on own initiative and as part of a team		E
Ability to review and recommend changes to structures/systems		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 own continuous professional development and a willingness to undertake staff development as required		E
Ability to actively contribute within a culture of continuous improvement		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