

**Collaborative and Specialist Degrees Programme Officer**

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| **Faculty:** | Faculty of Science and Engineering |
| **Job Title:** | Collaborative and Specialist Degrees Programme Officer |
| **Department/Subject:** | Faculty wide role |
| **Salary:** | Grade 7 [salary scale](https://www.swansea.ac.uk/jobs-at-swansea/working-at-swansea-university/salary-scales/) |
| **Hours of work:** | Part time 28 hours per week. Applications for part-time or job-sharing arrangements will be considered. The post holder will be expected to work flexibly as necessary in order to fulfil the duties and responsibilities of the post. |
| **Contract:** | Fixed term until 08th August 2025 |
| **Location:** | This position will be based at Singleton/Bay Campuses as required. In the longer term the role will allow for some flexibility, with a mixture of on-campus and remote working. |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.  The creation of three faculties at Swansea University in 2020 was a key platform to drive further success for the university over the next decade. This role represents an exciting opportunity for you to use your skills and experience to make a real difference to the outcomes and success of the faculties in one of our core teams  Swansea University is characterised by the distinct values, culture and behaviours that lie at our core and underpin the key pillars of our university as outlined in the U[niversity’s vision and purpose](https://www.swansea.ac.uk/the-university/vision/).  This position will be based in the Education and Student Service Team. Consistent structures and roles have been created across all three faculties, to aid collaborative working and innovation to enable excellence in outcomes, delivery and support.  Colleagues will be assigned to a faculty at appointment. However, the post holder may be asked to work in another faculty or area of the university as and when required to aid organisational resilience and staff development. |
| **Background information** | The Collaborative and Specialist Degrees Programme Officer will be responsible for delivering high quality support to academic staff enabling the successful running of collaborative and specialist degree programmes with high levels of student satisfaction.  The post holder will be the lead Faculty administrative contact to the University’s Academic Partnerships Directorate. The post-holder will work on a number of collaborative programmes including a key focus on Degree Apprenticeships. Degree Apprenticeship 3-year programmes delivered in collaboration with FE Colleges and employers, for students who are in full-time employment, leading to accredited BEng Honours degrees. There are also Foundation Degrees Programmes which are 2-year programmes delivered in collaboration with FE Colleges and employers, for students who are in full-time employment. Other programmes for the post-holder to oversee include the MA Sports Ethics and Integrity programme where Swansea University is a partner working with KU Leuven.  The postholder will work as part of the Academic Quality and Programme Development Team who are responsible for the following functions within the Faculty:   * **Quality Assurance and Enhancement** – enhancement focused approach to the assurance of academic regulations and quality standards for all programmes, activities and processes across the Faculty. Including management of processes and approvals/reviews for all professional, statutory and regulatory bodies (PSRBs) connected to the Faculty. * **Programme Development –** In partnership with key stakeholders, support the process of development, enhancement and review of all programmes and associated implementation. * **Academic Planning –** Responsibility for preparation and planning according to the academic cycle and external requirements to meet key deadlines. Responsible for ensuring all tasks and activities are led and managed in accordance with all University regulations, ordinances, policies and procedures, governance and constitutional frameworks.   This highly rewarding role will suit applicants who are highly organised, with excellent communication and decision-making skills who are meticulous in approach with a focus on detail and accuracy.  Applicants should enjoy planning and working collaboratively with academic staff and other stakeholders to ensure the very highest standards of quality are met within all collaborative programmes within the Faculty. |
| **Main Purpose of Post** | 1. Report to the Quality and Assessment Manager and to deputise for them when required. 2. Deliver and promote robust quality assurance policies and standard operating procedures to ensure the programmes delivered by the Schools within the Faculty, provide a high quality student and staff experience in line with internal and external requirements. 3. Responsible for managing assessment marks (collation, input, checking), ensuring the relevant information is prepared to inform Progression and Award Boards (PABS) as appropriate. 4. Review and maintain a range of administrative processes and procedural documentation to ensure practices and processes are fully compliant with University regulations and procedures at all times and comply with QAA requirements. 5. Managing student enrolment and associated employer agreements and data, including maintaining systems of recording details – including recording work-based learning data as required for the Higher Education Funding Council for Wales ([hefcw](https://www.hefcw.ac.uk/)). 6. Managing and responding to student enquiries and co-ordinating student feedback and making a positive contribution to the student experience and engagement. 7. Organising visits and study periods for students from partner colleges to Swansea including timetabling responsibility. 8. Co-ordination of staff or student visits from Swansea to partner institutions or organisations. 9. Liaison with external examiners – managing a system for approval of assessments, arranging meetings. 10. Organisation and recording of meetings (Boards of Studies / Staff-Student Liaison Forums / Industrial Advisory Boards / Exam Boards etc). 11. Co-ordination of Open Days and Events to include working alongside the Student Recruitment and Marketing Team. 12. Liaison with finance office / student records regarding fees, invoicing of partners etc. 13. Facilitate accreditation applications and visits to maintain or seek new/further professional body accreditation of schemes. 14. Co-ordination of student handbooks. 15. Co-ordination with partner colleges regarding student progress and associated issues. 16. Managing data through the use of spreadsheets. 17. Responsible for managing the budget and spend. 18. Lead and/or support programme audit activity for the College for collaborative schemes. 19. Support the academic quality and programme development lead with the development of service user activities 20. Contribute to a culture of change and continuous service improvement within the Faculty |
| **General Duties** | * To fully engage with the University’s Performance Enabling and Welsh Language Policies * To promote equality and diversity in working practices and to maintain positive working relationships. * To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. * Any other duties as directed by the Faculty Leadership Team or their nominated representative expected within the grade definition. * To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University’s Risk Management Policy |
| **Leadership Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values: [Professional services values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  In addition you will operate to a defined set of [Leadership Values](https://www.swansea.ac.uk/media/Swansea%20University%20Leadership%20Model%202018.pdf):  **We are Professional**  We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.  **We Work Together**  We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the “big picture” and harnessing ideas and opportunities to achieve the University’s vision.  **We care**  We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motive and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand. |
| **Person Specification** | **Essential Criteria:**  **Leadership Values:**  1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.  2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge.  3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care  **Qualification:**  Educated to degree level or have significant and relevant work experience.  **Experience:**   * Previous experience in directly or indirectly managing people or teams including motivating individuals to achieve defined objectives. * Significant previous experience of working in an administrative role or a closely related field with demonstrable transferable skills. * Experience of working under own direction and initiative, with the ability to multi-task and organise own workload. * Experience of understanding, interpreting and applying procedures and regulations in a work setting. * Previous experience or ability to develop and provide innovative solutions and improvements to areas of work. * Experience of producing and maintaining formal documentation and record keeping with attention to detail. * Confidently able to prepare, deliver and present information and data. * Experience of scheduling meetings and taking minutes/creating and maintaining action trackers. * Experience of Quality Assurance procedures. * Experience of working in collaboration with internal and external stakeholders to deliver successful outcomes. * Experience of managing and presenting information and data.   **Knowledge and Skills:**   * Excellent oral and written communication skills to be able to explain rules and regulations as and when required. * Evidence of excellent IT skills especially in the use of Word, Excel and Outlook and the ability to quickly learn other bespoke IT systems. * Strong organisational skills, setting own and others priorities and meeting deadlines. * Demonstratable positive, enthusiastic and solution-based approach in developing or improving systems and practices. * Demonstratable initiative and ability to be pro-active. * A commitment to and evidence of continuous professional development. * Ability to develop and contribute to systems and procedures that will lead to more effective ways of working * Ability to work as part of a team and individually on own initiative, ensuring a holistic approach to service delivery * Excellent planning and organisational skills * A demonstrable commitment to professional development and willingness to develop new skills and take new challenges   **Welsh Language:**  This role requires Level 1 Welsh Language – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role) e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use or learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).  **Desirable Criteria:**   * Previous experience of administrative work in a Higher Education Institution or within the Education Sector. * Experience of working on HEFCW, WEFO or other externally funded projects. |
| **Additional Information** | This job description was created June 2021 |

  