# Role profile

<table>
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<tr>
<th>Job title</th>
<th>PGT Programmes Manager</th>
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<tr>
<td><strong>Job family and level</strong></td>
<td>Administrative, Professional and Managerial Level 4</td>
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<tr>
<td><strong>School/Department</strong></td>
<td>School of Medicine, Education Centre</td>
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<tr>
<td><strong>Location</strong></td>
<td>Medical School, Queen’s Medical Centre, Nottingham</td>
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## Purpose of role

The purpose of the role is to manage and advise staff in the School of Medicine in the administration of the school's postgraduate taught (PGT) students and their programmes, to ensure that the School is successful in meeting internal and external requirements. To identify areas of good practice and ensure that School and University Policy is upheld. Working with key personnel (including the Directors of PGT) and school committees to contribute to defining change in school policy, implement policy and monitor implementation. To manage quality assurance in order to support School requirements for PGT.

## Main responsibilities

**(Primary accountabilities and responsibilities expected to fulfil the role)**

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<tr>
<th><strong>Management and Administration PGT</strong></th>
<th>% time per year</th>
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<td>▪ Managing, advising, and supporting a broad range of administrative matters related to PGT. Contributing both to the school planning process and to the implementation of school strategy.</td>
<td>25%</td>
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<td>▪ Advising school staff and helping other administrative units within the University by acting as a central point of contact for PGT within the School, this includes support for PGT finance.</td>
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<td>▪ Solving problems, dealing with enquiries and advising staff on policies and procedures across a range of administrative areas (often not of a routine nature).</td>
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<td>▪ Managing a team of administrators supporting PGT. This will cover the full range of responsibilities of first line management including recruitment; induction; staff development and training, workload planning and distribution; performance review and management.</td>
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<td>▪ Identifying gaps in provision on a strategic as well as operational level, making recommendations for improvement, developing policies and procedures</td>
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as necessary. Continually monitoring and reviewing policies and systems. Liaising and negotiating with staff with whom the role holder has no line management responsibility to ensure policy/procedure is implemented/adhered to.

- Reporting and presenting at School/Faculty meetings. Ensuring that the PGT Committees in the School are adequately serviced and supported.
- Supporting the Director of PGT in the school in their role and undertaking projects with them as required.
- Liaising with University academic and registry and academic affairs to facilitate clear lines of communication, enabling effective exchange of information and data and effective resolution of student issues, problems and questions.
- Attending/being a member of relevant Learning Community Fora (as appropriate)

### Quality Assurance PGT

- Supporting the School’s Senior Operations Manager – Programme Manager, in ensuring that all aspects of the School’s PGT programmes are compliant with the University Quality Manual by monitoring quality assurance compliance, ensuring consistency of policy across the School and coordinating the annual review processes.
- Ensuring that quality compliance issues are brought to the attention of the relevant committee and Director of PGT and ensuring an audit trail for QA purposes exists.
- Having oversight and contributing to the development and updating of PGT handbooks, making certain that content is consistent between and across courses and programmes.
- Assisting with responses to student complaints and appeals.
- Managing the appointment process, induction, and deployment of external examiners. Making sure the relevant information is supplied to the examiner prior to their duties and that reports are received and dealt with in accordance with the Quality Manual. Reviewing all external examiners reports and student feedback ensuring follow up action is taken where appropriate.

### Marketing, Communications and Recruitment PGT

- In liaison with senior school managers and colleagues in the University devising and implementing strategies to attract highly able PGT students.
- Coordination of the PGT prospectus online and ensuring that there is a timely response to enquiries to the School from prospective students.
- Editing the PGT areas of the School's website and intranet, updating and writing content to help the School communicate to staff and existing students and to attract potential students through marketing of its opportunities.
- Advising staff in the school on admissions procedures resolving issues as they arise. Monitoring application data and provide timely advice on action required to ensure that recruitment targets are met. Ensuring that there is an efficient and timely admissions process.
- Planning, delivering and developing the student welcome events.
- Managing the use of social media as a channel to engage prospective students and as a tool to communicate with existing students.

### Postgraduate Teaching

- Managing and developing the administration processes of the School's PGT students. Contributing to strategic developments within this area.
- Monitoring changes in external/internal policy, drafting School policy/procedure documents to meet requirements. Cascading relevant information to staff e.g. through training sessions and presentations at staff meetings/committee meetings.
- Advising staff on policy change and ensuring the School implements internal and external policy changes.
- Supporting Course Directors and Course Administrators with the management of programmes offered by the School.
- Being a member of the PGT Committee and Exam Boards.
- Ensuring student satisfaction surveys are responded to in a consistent and timely way.

- Any other duties appropriate to the grade and role.
- We recognise the importance of continuous professional development and therefore the importance of providing opportunities, structured support, and encouragement to engage in professional development each year.

**Person specification**
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<th>Essential</th>
<th>Desirable</th>
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|▪ Proven ability to investigate issue and work with external teams to put a resolution in place  
▪ Proven ability to co-ordinate motivate and lead a team  
▪ High level IT skills (MS Office) in a wide range of software packages  
▪ Use of Office 365 (including Teams, Groups and OneDrive) for collaboration and sharing  
▪ Proven negotiation and influencing skills  
▪ Tact, sensitivity, diplomacy and confidentiality  
▪ Proven change management and project management skills  
▪ Excellent organisational and time management skills, including proven ability to manage a demanding workload with competing priorities and challenging deadlines  
▪ Excellent verbal and written communication skills. | |

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|▪ Knowledge of Quality Assurance  
▪ Demonstrable experience of leading and managing staff  
▪ Awareness of the current and future activities of the University/School to use for planning purposes and systems analysis.  
▪ An understanding of the key working relationships required with staff at all levels across the School/Faculty/University.  
▪ Knowledge of GDPR Regulations |▪ Understanding of the current issues facing Higher Education |

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<th>Qualifications, certification and training (relevant to role)</th>
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|Either:  
▪ Relevant Degree or Professional qualification, or equivalent, plus some hands-on experience in similar or related roles  
Or: |▪ Management qualification  
▪ Lean Six Sigma |
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<td>- Proven track record of extensive relevant work experience, demonstrating practical and theoretical knowledge of a specific / specialised field of work.</td>
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<td>- Willingness to adopt the <a href="#">vision and values</a> of the School of Medicine</td>
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Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

**Valuing people**
Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

**Taking ownership**
Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

**Forward thinking**
Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

**Professional pride**
Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

**Always inclusive**
Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

- **Line manager**
  - Senior Operations Manager - Programme Management

- **Role holder**
  - PGT Programmes Manager

- **Key stakeholder relationships**
  - PGT Course Coordinators
  - PGT ESE Administrators
  - Students