



<b>Job title</b>	Undergraduate Programmes Manager	<b>Job family and level</b>	Administrative, Professional and Managerial Level 4
<b>School/ Department</b>	School of Health Sciences	<b>Location</b>	Medical School, Queens Medical Centre

## Purpose of role

You will have an operational management role in the management of teaching, learning and student support for undergraduate education in the School of Health Sciences. You will also contribute to operational planning for teaching and learning.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Operational Management of Teaching, Learning and Student Administration Support</b></p> <ul style="list-style-type: none"> <li>▪ Operational management of all aspects of undergraduate programme level administration, e.g. timetabling and course organisation, curriculum change, provision of course information, overseeing the organisation of clinical skills delivery, school administrative processes relating to placements</li> <li>▪ Contribute to the operational planning and implementation of school teaching and learning strategy</li> <li>▪ Proactively identify, develop and deliver initiatives to enhance the administrative management of undergraduate programmes in the school</li> <li>▪ Develop and maintain standard operating procedures for undergraduate programme level administrative processes, ensuring that University and professional, statutory and regulatory body requirements are met</li> <li>▪ Using a project management approach to manage the implementation of agreed events and initiatives, overseeing project schedules, monitoring progress and organising project teams as appropriate</li> <li>▪ Support student and education committees, tracking and monitoring progress against action points</li> <li>▪ Keep up to date with regulations, policies and procedures, interpret how they may impact the team and/or School and take action to ensure changes, where appropriate, are implemented</li> <li>▪ Take a lead in School support and education related groups and meetings, communicating relevant information to students, academic colleagues, other School and Registry and Academic Affairs staff</li> <li>▪ Work with the Senior Operations Manager to carry out systems and process reviews with the aim of delivering exemplary processes and support to students across the school</li> </ul>	70%

2	<b>Line Management</b> <ul style="list-style-type: none"> <li>▪ Line management responsibility for a team supporting programme level undergraduate administration</li> <li>▪ Create a culture of continuous improvement</li> <li>▪ Monitor and manage workload to ensure an efficient, streamlined and flexible service to all key stakeholders</li> <li>▪ Support the UG team to develop their personal and professional skills and knowledge, required to meet objectives that align with the School strategy</li> </ul>	20%
3	<ul style="list-style-type: none"> <li>▪ Work flexibly as a member of the Operations team, providing cover to other areas of the wider team as needed and equally receiving support from other areas at times of high workload or absence</li> </ul>	10%
4	Any other duties commensurate with the level of the role	

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Proven ability to interpret and advise on complex guidelines and policy.</li> <li>▪ Excellent verbal and written communication skills, including drafting complex documentation, presenting etc.</li> <li>▪ Excellent IT and data literacy.</li> <li>▪ Excellent organisational and time management skills.</li> <li>▪ Proven ability to manage a demanding workload with competing priorities and challenging deadlines.</li> <li>▪ Tact, diplomacy, flexibility and discretion.</li> <li>▪ Appreciation of other cultures and languages.</li> <li>▪ Initiative, resourcefulness, problem solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>▪ High level of numeracy and proven ability to analyse and manipulate figures and data with ease.</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Comprehensive, working knowledge of teaching and learning in Higher Education.</li> <li>▪ Proven experience in a relevant role.</li> <li>▪ Proven change management and project management skills.</li> <li>▪ Proven ability to work creatively and collaboratively with colleagues and students.</li> <li>▪ Proven ability to negotiate, motivate and influence stakeholders.</li> <li>▪ Demonstrable line management experience.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understanding of the current issues facing Higher Education.</li> <li>▪ Awareness of the Higher Education sector, university decision making, structures and procedures.</li> </ul>

<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Relevant Degree or Professional qualification, or equivalent, plus some hands on experience in a similar or related role OR proven track record of extensive relevant work experience, demonstrating practical and theoretical knowledge in field.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Management qualification.</li> </ul>
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>▪ The role makes a direct contribution to the student experience element of the School's Strategic Plan and requires significant grounding in a relevant role, sensitivity, tact, negotiating skills, respect, authority and trust in order to achieve its aims.</li> <li>▪ Willingness to adopt the vision and values of the School of Health Sciences.</li> </ul>	



## 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

