Job Description

Section I Information on the role

Job Title	Programme Office Manager
Department / Campus	Registry
Location(s) / Campus(es)	London
Scope of Role	Local

Reporting Relationships

Reporting to	Registrar
Direct Reportees	Front of house/Programme Officer
Number of Direct Reportees	1-

Section II: Job Purpose

The post holder will take overall responsibility for the planning and operation
of programmes, including engaging external staff to teach on courses. Managing programme organisation from planning to assessments including scheduling, contracts and payments of adjuncts, timetabling, Blackboard support, student feedback and organisation and support for assessments, examinations and examination boards.

Section III: Key Responsibilities and Accountabilities of the role

- Assist the Dean with aspects of faculty planning including finance, contract management
- Support the Dean and Programme Directors with scheduling classes and faculty
- Provide administrative support for SPJ UK academic staff (faculty)
- Issue adjunct contracts and work with HR to track adjunct payments
- Support the Registrar to timetable modules in line with adjunct and faculty availability
- Set up modules and assessments on Blackboard Learn and ensure that students are correctly registered
- Support the Registrar with enrollment and orientation planning
- Monitor student attendance in conjunction with the Director of Student Experience
- Organise external speakers as part of students' global learning experience
- Supporting student queries about their programmes
- Organise student elective choices
- Collect student module feedback and organize programme committees
- Organise examinations through the METTL test system and ensuring that examinations are set up accurately
- Liaise with markers and external examiners during the marking process.
- Preparing assessment board information including recorded grades & any mitigating circumstances
- Identify system improvements

Section IV: Skills and Competencies

Qualification	Graduate or equivalent experience
Experience	Substantial experience of working in an HE environment
Technical Competencies	Excellent Ms Office skills
	Ability to work with, and adapt to, IT systems at a high level
Behavioural Competencies	Confident communicator, able to dialogue professionally and diplomatically on complex issues with professionals and staff from diverse cultural backgrounds.
	Skilled at building strong relationships and networks with a wide range of stakeholders.
	Understanding of data and ability to work with technology.
	Ability to self-motivate, work independently, flexibly and with minimal supervision.
	Problem solving attitude

Desirable
Experience of planning and scheduling
Experience of Blackboard Learn