



Cardiff
Metropolitan
University

Prifysgol
Metropolitan
Caerdydd

JOB DESCRIPTION

Job Title:	Programme Support Officer (Curriculum and Timetable)
Department:	Education, Social policy, Sport and Health Admin Team (ESSH)
Location:	Cyncoed / Llandaff Campus
Grade:	5AB
Salary:	£33,966 - £37,099 per annum
Tenure:	Permanent
Hours:	Full Time - 37 hours per week
Accountable to:	Curriculum and Timetable Manager

This job description is indicative, not prescriptive, and the balance of duties will be in accordance with the contract of employment.

Role Summary:

The post holder will provide a range of high-level administrative support to the Learning and Teaching function in both Schools particularly within Curriculum and Timetable management. The post holder will work closely with the Curriculum and Timetable Manager and is expected to provide professional and confidential administrative support to the Deputy Deans, Associate Deans Student Experience and Academic Coordinators in CSSHS and CSESP. The post holder will be competent in the use of IT systems and have a high level of understanding of the Higher Education Regulations and Processes.

Principal Duties and Responsibilities:

1. Develop and support the operational systems that underpin academic programmes and processes in the Schools. Consult with Programme Support Manager, Schools Resources and Operations Manager and academic staff as appropriate.
2. Work with the Curriculum and Timetabling Manager to develop the operational processes of the timetable systems within the School.
3. Liaise with the Schools and the Timetable Unit to deliver good student timetables

4. Manage responses to complex and specialist enquiries, correspondence and other internal and external communication in a professional manner.
5. Lead on Quality Assurance and Curriculum support processes including validations and reviews, modifications, module evaluation, and External Examiner information. Liaise with Quality and Standards and MIS Units.
6. Work with the programmes team and develop good practice processes to provide effective and efficient support for the programmes within the Schools.
7. Using the Business Objects reporting system, design and update technical system reports with data that may be relevant for strategic development of the School
8. Assist the Curriculum and Timetabling Manager with information related to module selection / changes using a variety of software such as Qualtrics and Business Objects.
9. Act as the VLE champion for the school to improve systems associated with the Virtual Learning Environment and provide training and guidance to academic staff and liaising with the Learning and Teaching Development Unit.
10. Support the administrative processes associated with examination and assessment procedures including scheduling of timetables and boards, coursework submission and return, preparation of examination papers and liaison with internal and external examiners.
11. Manage and collate information relating to the attendance monitoring, including international student processes.
12. Oversee the timetabling processes associated with induction, welcome of students and graduation
13. Maintain and develop the Schools' Sharepoint site.
14. Co-ordinate school committee meetings including the management of attendees, preparation and distribution of documentation, minute writing and the monitoring of action points.
15. Undertake other projects or duties as required by the academic staff, Programme and Partnership Manager, Programmes Support Manager and SROM appropriate to the role.
16. Cover the Programmes Support Officers in their absence.

Additional Information:

Standard Notification

These guidelines are provided to assist you in the performance of your contract. The university is a dynamic organisation; therefore changes may be required from time to time. Any changes will be made in consultation with the post-holder. The Summary of Duties and Responsibilities is not intended to be an exhaustive list of tasks performed. Other associated technical tasks are likely to be performed as directed by the line manager.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's Equalities, Financial, Environmental and Sustainability, People Services and Health and Safety policies and procedures.



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Title Programme Support Officer

Unit/School: CSESP / CSSHS Admin Team

***Key**
A - Application form
I - Interview
T/P - Test/Presentation

FACTORS	ESSENTIAL AND DESIRABLE CRITERIA	ASSESSED BY		
		A*	I*	T/P*
Education & Qualifications (Essential)	<ul style="list-style-type: none"> 5 GCSE's including English and Maths (Grade C or above) or equivalent qualifications Degree or equivalent qualification 	X		
Education & Qualifications (Desirable)	<ul style="list-style-type: none"> Higher or further professional, vocational or academic qualification relevant to the post MOS / ECDL / IDCL or equivalent IT qualifications 	X		X
Knowledge (Essential)	<ul style="list-style-type: none"> Proven knowledge and understanding of administrative processes and procedures in an educational environment or at a professional level. Knowledge of Curriculum management and / or Timetabling processes 	X	X	X
		X	X	X
Knowledge (Desirable)	<ul style="list-style-type: none"> Knowledge of academic registry processes and regulations Knowledge of Higher Education sector 	X	X	
		X		
Skills and Abilities (Essential)	<ul style="list-style-type: none"> Highly competent in the use of excel to produce reports and interrogate spreadsheets using appropriate functions including formulae and pivot tables. Effective planning and organisational skills with the ability to lead and prioritise work within competing deadlines Able to anticipate workload demand in self and others and implement operational changes accordingly Have initiative and creativity in order to assess options and implement resolutions to problems Accuracy and attention to detail 	X		X
		X	X	
		X	X	
		X	X	
		X		X
Skills and Abilities (Desirable)	<ul style="list-style-type: none"> Effective interpersonal skills with the ability to supervise, develop and motivate teams 	X		

Experience paid / unpaid (Essential)	<ul style="list-style-type: none"> • Relevant experience in an educational or similar environment • Experience of managing data and maintaining effective and efficient records • Experience of supervising a team or individuals • Experience of determining and managing workload priorities, monitoring progress and achieving targets • Experience of reviewing practices and implementing change 	X X X X X	X X X X	X
Experience paid / unpaid (Desirable)	<ul style="list-style-type: none"> • Experience of Higher Education administration management processes and software • Experience of using and guiding others in the use of IT • Experience of supervising a team or individuals 	X X X		
Other Requirements (Essential)	<ul style="list-style-type: none"> • Understanding of training and personal development needs • Integrity and confidentiality when dealing with sensitive personal and financial data 	X X		
Welsh Language Skills Desirable For the full skill descriptions, please visit our staff recruitment website.	<u>Listening, Reading, Writing and Speaking</u> A1 - Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	X		