



## JOB DESCRIPTION

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| <b>Job Title</b>    | <b>Programme Coordinator</b>                |
| <b>Reporting to</b> | Programme Leader – New College Durham (NCD) |
| <b>Grade</b>        | Operational Excellence                      |
| <b>Unit</b>         | New College Durham (NCD)                    |
| <b>Location</b>     | Brentford (London)                          |

### About Oxford Business College

Since 1985, Oxford Business College (OBC) has spearheaded transformative education, carving a unique path for overlooked individuals, especially mature students facing barriers in traditional education. Operating seven days a week for our students, OBC's pioneering approach adapts to the diverse lifestyles and commitments of non-traditional learners. Across campuses in West London, Oxford, and Nottingham, OBC's ultra-flexible scheduling ensures inclusivity, reinforced by a robust digital infrastructure. Actively fostering a sense of belonging for students from all backgrounds, we provide comprehensive support services. Emphasising practical skills for employability through industry placements, OBC stands as a dynamic catalyst for change, reshaping higher education with an unwavering commitment to accessibility, flexibility, and inclusivity. With over 7500 students and 300 colleagues, join OBC in shaping the future of education and unlocking opportunities for a diverse range of students.

### The role

The Programme Coordinator plays a pivotal role in the seamless execution and management of academic programmes, ensuring they align with the college's strategic objectives and uphold the highest standards of academic integrity and excellence. This multifaceted position demands a proactive approach to supporting the Programme Leader in academic leadership, embodying the college's core values and strategic priorities, and adhering to the regulations set forth by external bodies such as the QAA, OfS, partner universities, and discipline-specific organisations. At the heart of the role is the responsibility for the day-to-day operational aspects of the programme, including the management of communications, the organisation of materials and information on programme pages, and the facilitation of smooth academic processes. The Programme Coordinator is the linchpin in ensuring the accuracy, clarity, and consistency of content across platforms, thereby enhancing the learning experience for students. Collaboration is key; working closely with academic staff and other departments, the post-holder establishes best practices and cross-team processes to support teaching and learning. This includes the management of online timetables, coursework processes, and examination arrangements, ensuring that all academic activities are conducted efficiently and effectively. Moreover, the Programme Coordinator serves as a primary point of contact for students, offering guidance and facilitating communication between students and staff. This role extends to the supervision of a team of Student Success Officers, ensuring that students receive comprehensive support, both academic and non-academic, throughout their educational journey. The Programme Coordinator is instrumental in enhancing academic delivery through meticulous planning, administration, and the development of internal processes. This role demands a high level of organisational skill, attention to detail, and the ability to multitask, ensuring that all aspects of the programme are executed to the highest standard. Through effective communication and a commitment to excellence, the Programme Coordinator ensures that the college remains at the forefront of academic innovation and student support.

The ideal candidate should be available during busy periods and weekends as needed, particularly during intake times. Please note that annual leave is generally not permitted during these periods. Some restrictions on annual leave also exist during other peak times, e.g., January/February, April/May, and September/October.

## Key Responsibilities

1. Assist the programme leader in providing academic leadership for the programme(s), adhering to the strategic direction, core values, strategic priorities, policies, and regulations set by the college, as well as the requirements of external bodies such as the Quality Assurance Agency (QAA), Office for Students (OfS), affiliated universities, and discipline-specific organisations.
2. Ensure the seamless operation of programmes throughout the academic year, which includes responding to emails, engaging with students, and acting as the logistical authority on all aspects of their programme.
3. Facilitate communication with partners, moderators, and external examiners, addressing concerns, reviewing reports, and implementing necessary enhancements to the programme.
4. Take responsibility for preparing, organising, and updating programme pages on the institution's systems with current materials and information, ensuring the content is accurate, clear, and consistent.
5. Collaborate with academic staff and other departments to support learning and teaching activities, establishing optimal working practices and cross-departmental processes as needed.
6. Aid in setting up and managing the programme's online timetables in conjunction with the registry and coordinate lecturer office hours.
7. Oversee the coursework process for programme modules, which includes setting up coursework submission areas, conducting peer review surveys, monitoring submissions, releasing grades/feedback, and engaging with students as necessary.
8. Work closely with registry staff to organise in-class tests where necessary, assist with examination arrangements, and handle student requests for mitigating circumstances, clerical checks, and access to assignment briefs and examination papers.
9. Serve as a primary point of contact for students enrolled in one or more programme(s) and facilitate communication between staff and students.
10. Provide reports to the programme leader on issues relating to the quality of higher education programmes under their jurisdiction as required.
11. Coordinate with teaching staff to ensure coursework is marked within agreed timelines and maintain precise coursework marksheets within a shared team drive.
12. Keep student records and email lists up to date, collaborating with the admissions team and Registry to ensure all students are properly registered and address any issues promptly.
13. Manage a team of student success officers, overseeing their efforts to ensure students receive all necessary additional support through a flexible schedule of tutorials, workshops, academic clinics, and professional development planning.
14. Work with and direct students to Student Support Officers when necessary to ensure they receive all required non-academic support.
15. Fulfil any additional duties as reasonably requested by the Programme Leader and Chief Academic Officer.
16. Participate in academic forums and seminars to stay informed about the latest trends and developments in higher education and integrate these insights into programme enhancements.
17. Collaborate with marketing and admissions teams to promote programmes and contribute to recruitment strategies, ensuring programmes attract and retain high-calibre students.
18. Monitor and analyse programme feedback from students and external bodies to identify areas for improvement and implement changes to enhance student satisfaction and outcomes.
19. Engage in professional development opportunities to enhance personal knowledge and skills relevant to the management and delivery of academic programmes.
20. Contribute to the development and review of curriculum content, ensuring that it remains relevant, up-to-date, and aligned with industry standards and the strategic objectives of the college.

## PERSON SPECIFICATIONS

### TRAINING AND EDUCATIONS

#### Essential

- An undergraduate degree in a relevant field, or equivalent experience.
- Evidence of further subject-based professional development.

#### Desirable

- A postgraduate degree in a relevant field, or equivalent experience.
- Demonstrable expertise in one or more of the following business and management areas: event/tourism, hospitality, public health, social sciences, and health and social care.

### EXPERIENCE

#### Essential

- Experience in higher education administration, with a proven track record of supporting academic programmes.
- Understanding of B3 statistics and National Student Survey (NSS) results for a Higher Education Institution (HEI).
- Understanding of the Higher Education landscape in the UK, including comprehensive knowledge of relevant policies, regulations, and compliance standards.

#### Desirable

- Hands-on experience with emerging technical and digital innovations (e.g. AI).
- Experience of teaching relevant courses in Further Education (FE) or Higher Education (HE) environments.

### SKILLS AND KNOWLEDGE

#### Essential

- Ability to develop and implement strategic plans that align with the college's overall mission, vision, and values.
- Good problem-solving and analytical skills to identify and resolve complex issues related to academic programmes, teaching and learning, and student development.
- Good verbal and written communication skills, including the ability to present complex information clearly and effectively.
- Good customer service skills.

### BEHAVOURAL SKILLS

#### Essential

- Commitment to a student-centred approach to education, emphasising holistic student development and personalised learning support.
- Good leadership qualities to effectively manage a team of professionals, including the ability to inspire and motivate.
- Capacity to adapt to changing circumstances and priorities in a fast-paced academic environment.
- High ethical standards and a commitment to maintaining the integrity of academic records and processes.
- Resilience and adaptability to manage the demands of a busy and challenging role.
- A role model for the college's core values, which underpin our vision, mission, and strategy.