Job Description

Post/Job Title:	Programme Operations Coordinator
Reference:	648
Faculty/Professional Service:	Academic Services
Group/Section:	Programme Operations Team
Location:	Any University Location
Normal hours per week:	37 **Note:** *Flexibility will be required in order to ensure that key time scales and deadlines are met. Leave is restricted at peak periods and some evening and weekend work may be required to support specific activities.*
Grade:	5
Accountable to:	Programme Operations Manager
Accountable for:	Programme Administrators (including those based in Yeovil and Portsmouth)
Special Conditions:	*As this role may come into contact with apprentices, the postholder must be familiar with our Safeguarding Policy and, at all times comply, with its requirements to safeguard and protect the welfare of young people and vulnerable adults. This includes attendance on relevant mandatory training.*

Job Purpose

The Programme Operations team provides an integrated, informed and responsive service to support the effective delivery of our courses. The team provides day to day support to students in relation to their courses, administers core operational processes and works with academic colleagues and professional support colleagues across BU to provide a high-quality student experience.

The Programme Operations Coordinator will manage a group of administrators carrying out a range of tasks which underpin the Programme Operations team's activity.

The Programme Operations Coordinator will also use their knowledge of the administrator team's activities and ways of working to contribute to rapid and continuous improvement of the administrators' ways of working, including systems and tools. They will be required to work collaboratively with colleagues in Academic Services and other colleagues across the organisation to contribute to improvement of efficiency of systems and organisational processes.

The role may be required to work across teams, providing mutual support within other teams in BU when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service.

Main Responsibilities

1. Leading and managing the delivery of the work of the Administrators within the Programme Operations team and any relevant working groups within Academic Services. This will include areas such as:
   - Effectively managing the workload around assessment set up and submissions within the University's Virtual Learning Environment (VLE).

- Monitoring marking assessment turnaround, providing reports to academic teams and managers as appropriate.
- Effectively managing and coordinating all other aspects of Programme Operations Administrators' activities
- Coordination with the Programme Operations Team colleagues to ensure provision of an appropriate in-person presence in faculty areas during the working week

2. Leading and coordinating service improvement of the Administrator team's working practices, including:
- Developing and maintaining expert knowledge of the operational processes and system functionality applied by the Administrator team and the wider Programme Operations team
- Identifying potential service improvement actions and working with colleagues in the Programme Operations team and in other professional services teams to develop service improvement proposals, including system developments, and support their implementation where approved

3. Providing daily line management of Administrators within the Programme Operations team including involvement in the recruitment and induction of new staff, conducting appraisals, and identifying and supporting appropriate staff development to ensure a high quality of service from the Administrator team.

4. Developing and maintaining key relationships with academic and administrative staff at the University, including teams with responsibility for supporting core systems used by the Programme Operations team.

5. Ensuring that all aspects of work, and that of the Administrator team, achieve high levels of Service Excellence

6. Managing the use of a range of IT systems such as Microsoft Office, Brightspace (virtual learning environment) and SITS (student records system) to ensure key tasks are delivered, records are accurate and up to date and produce reports as required.

7. Ensure consistency in approach for all work within your area of responsibility and to help manage workloads to meet deadlines

8. Contributing to the continuous improvement of the service by identifying opportunities for more effective working practices within the Academic Services team. This will include contributing to service design, process improvement and the development of key process and service monitoring.

9. At all times maintaining appropriate levels of confidentiality, working within the requirements of the General Data Protection Regulation and the University's Confidentiality Policy

10. Support BU wide events and activities e.g. Enrolment, Graduation, Open Days, External Audits

11. Any other duties as may reasonably be required by your line manager or other senior managers in Academic Services.

Contacts

Internal: All BU staff and students
External: All BU stakeholders

Information Governance Responsibilities

Data User
i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity
If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must, at all times, carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

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SELECTION CRITERIA	Essential/ Desirable
Knowledge (including experience & qualifications)	
Educated to 'A' level standard or equivalent (Work experience will be applicable and can substitute for qualifications).	E
Proven experience of supervising / coordinating the work of others	E
Previous experience of working in a relevant administrative role with a varied and complex set of responsibilities.	E
Previous experience of working in a frontline, customer facing or advisory role.	E
Previous experience of using or supporting a virtual learning environment or similar systems/interfaces	D
Previous experience of working within an education environment	D
Skills	
Excellent interpersonal skills, including the ability to work co-operatively and effectively with students, staff at all levels and other BU stakeholders	E
Excellent organisational skills	E
Excellent IT skills including Microsoft and databases and ease of learning new IT applications	E
Proven attention to detail and ability to check own and other peoples' work for accuracy.	E
Proven experience of using databases or an enquiry management system to record, extract and manipulate information.	E
Excellent written and verbal communications skills	E
Ability to review and implement administrative processes effectively and contribute to process development	E
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances.	E
An understanding of own knowledge and limitations and a willingness to escalate/refer enquiries once those limitations are reached.	E
Attributes	
A demonstrable commitment to service excellence, continuous service improvement and the desire to understand the work of a complex organisation	E
Aptitude to develop and maintain professional relationships of respect, trust and support between all staff and student	E
Highly organised and methodical approach and ability to manage conflicting priorities and work effectively under pressure, maintaining accuracy at all times	E
Agile approach to work including a positive approach to learning and responding to feedback	E
Ability to work on own initiative and as part of a team	E
Commitment to own continuous professional development and a willingness to undertake staff development as required	E
Ability to actively contribute within a culture of continuous improvement - reviewing and recommending changes to structures/systems.	E
Demonstrable personal resilience with an ability to keep calm under pressure and deal with difficult situations	E
Flexible approach to work including a willingness to adjust working hours according to service needs	E