

**University of Derby Job Description**

# Job Summary

## **Job Title**

Programme Services Team Leader

## **College/Department**

Student Performance and Engagement

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0196-24

## **Salary**

£26,363 to £28,827 per annum (For exceptional performers, there is scope for further progression up to £32,838 per annum).

## **Reports To**

Enrolment Manager

## **Line Management Responsibility**

Yes

# Job Description and Person Specification

## **Role Summary**

As a member of the Programme Services Team within the University of Derby Online Learning, the Programme Services Team Leader will report to the Enrolment Manager.

The post holder will co-ordinate the activities of the team, ensuring the smooth operation and maintenance of systems and procedures for Assessment, Awards, Request for Additional Consideration panel and Recognised Prior Learning in support of the online student experience.

The post holder will promote excellent student experience and contribute to the development and operation of the team as a whole.

## **Principal Accountabilities**

1. To co-ordinate and supervise the Programme Services Team, ensuring that high customer service standards are maintained at all times, assessment regulations are adhered to and quality procedures are embedded in University of Derby Online Learning activity.
2. Monitor performance and progress against targets and KPIs, preparing reports, statistics and management information (e.g. student performance and retention).
3. To create and maintain assessment calendar of events, including setting of Assessment Board dates, pre-boards, liaison with External Examiners, ensuring that Chairs are available for each board and to ensure that all deadlines are met (e.g. marks input, results released etc).
4. To act as Reporting Officer to Assessment Boards and other committees if required (e.g. Requests for Additional Consideration panels, Suspected Academic Offence panels)
5. To review and develop existing processes and procedures to improve work practices, whilst ensuring that processes are standardised and documented.
6. Liaise with Registry and College Registry Operations to ensure sharing of good practice and changes to regulations are understood and implemented.
7. Work with the Academic colleagues to ensure that they are fully conversant with deadlines and regulations to be adhered to and to ensure that appropriate training is provided for all aspects of assessment and quality.
8. Supervise and line manage the Programme Services Team, including: one-to-one meetings and development performance reviews, identify training needs, monitor sickness and absence, monitor activity and ensure workload is equal and is of a professional standard.
9. Represent the Programme Services Team on committees and groups as required.
10. Undertake any other duties in line with the requirements of this role.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Degree or relevant equivalent experience

#### **Experience**

* Experience of working within a regulated setting or in an assessment related role
* Demonstrable administrative experience of managing detailed processes which require a high attention to detail
* Proven experience of effectively line managing a team and motivating staff
* Proven experience in a team leader or supervisory role
* Experience of maintaining comprehensive and accurate records using complex record systems
* Experience of working collaboratively across boundaries to achieve common goals
* Experience of understanding and applying data protection requirements
* Experience of successful implementation of business processes and systems
* Experience of excellent stakeholder management; building and maintaining strong working relationships at all levels across an organisation
* Experience of recommending and providing guidance on matters of best practice and policy
* Experience of working in a busy effective environment and working to tight deadlines to deliver efficient, student focused services

#### **Skills, knowledge & abilities**

* Ability to act on own initiative including the management of day to day workloads and priorities, including the resolution of conflicting priorities
* Ability to use initiative to problem solve and find creative solutions
* Excellent interpersonal and customer service skills: flexible, adaptable, and responsive, with an ability to liaise and negotiate with colleagues throughout the institution and beyond
* Ability to work effectively as part of a team
* Excellent written and oral communication skills, with an ability to prepare reports, specification and plans and present these to variable audiences
* Commitment to developing quality student focused service
* Strong MS Office skills (Word, Excel, PowerPoint, Outlook)
* Resilience/ able to adapt to a changing environment
* Ability to work to tight deadlines in a busy environment and keeping calm under pressure.

#### **Business requirements**

* Willingness and ability to work occasional unsociable hours including some Saturday working during peak periods (with notice)

### **Desirable Criteria**

#### **Qualifications**

* Professional or Higher degree

#### **Skills, knowledge and abilities**

* Knowledge of using PeopleSoft and Blackboard software
* Ability to deliver training to staff on academic regulations or new processes.

# Benefits

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)

# Our People

The University of Derby is committed to promoting equality, diversity, and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings. Our students come from a wide range of backgrounds; therefore we are particularly interested to hear from applicants who will help our leaders and teams be more reflective of our student population.