

**Academic Quality and Programme Development Coordinator**

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| **Faculty:** | Faculty of Science and Engineering |
| **Job Title:** | Academic Quality and Programme Development Coordinator |
| **Department/Subject:** | Faculty wide role |
| **Salary:** | Grade 6 [salary scale](https://www.swansea.ac.uk/jobs-at-swansea/working-at-swansea-university/salary-scales/) |
| **Hours of work:** | Full Time, 35 hours per week. |
| **Contract:** | Fixed-term for 12 months |
| **Location:** | This position will be based at Singleton/Bay Campuses as required, with flexibility to work from home |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.The creation of three faculties at Swansea University in 2020 was a key platform to drive further success for the university over the next decade. This role represents an exciting opportunity for you to use your skills and experience to make a real difference to the outcomes and success of the faculties in one of our core teamsSwansea University is characterised by the distinct values, culture and behaviours that lie at our core and underpin the key pillars of our university as outlined in the U[niversity’s vision and purpose](https://www.swansea.ac.uk/the-university/vision/).This position will be based in the Education and Student Service Team. Consistent structures and roles have been created across all three faculties, to aid collaborative working and innovation to enable excellence in outcomes, delivery and support. Colleagues will be assigned to a faculty at appointment however may be asked to work in another faculty or area of the university as and when required to aid organisational resilience and staff development. |
| **Background information**  | The Academic Quality and Programme Development Coordinator will work within the Faculty Education and Student Experience Team in partnership with academic staff, to deliver the highest levels of excellence in professional support in the following functions:* **Quality Assurance and Enhancement** -– enhancement focused approach to the assurance of academic regulations and quality standards for all programmes, activities and processes across the Faculty. Including management of processes and approvals/reviews for all professional, statutory and regulatory bodies (PSRBs) connected to the Faculty.
* **Programme Development –** In partnership with key stakeholders, support the process of development, enhancement and review of all programmes and associated implementation.
* **Academic Planning –**Responsibility for preparation and planning according to the academic cycle and external requirements to meet key deadlines.

The post holder is responsible for ensuring they work in accordance with all University regulations, ordinances, policies and procedures, governance and constitutional frameworks, seeking guidance from their line manager where appropriate.Applicants should enjoy planning and working collaboratively with academic staff and other stakeholders to ensure the very highest standards of quality are met within all degree programmes within the Faculty.This role will suit applicants who have significant experience in working in education within academic quality and programme development or clear transferable skills.The post holder will need to be highly organised, proactive, with a strong eye for detail and be able to work to tight deadlines under pressure, anticipating problems which may arise.  |
| **Main Purpose of Post** | 1. Support the development, improvement and delivery of robust quality assurance processes and procedures, ensuring compliance with University and Faculty regulations and enhancements that improve the student experience
2. Contribute to the governance and quality structures within the Faculty by maintaining accurate systems, documentation, audit trails, action lists, proforma and policies
3. Service key committees including Boards of Studies, Faculty quality committee and L&T Support regulatory, professional body (PSRB) accreditations and associated visits including gathering all documentation and evidence required, correspondence, planning, and liaising with all involved stakeholders.
4. Provide support for all programme reviews or other quality assurance processes, including annual and periodic programme review and TEF reporting requirements.
5. Support the Academic Quality and Programme Development Lead with preparing paperwork for University approval committees including understanding statistics and performance data.
6. Responsible for handling requests for amendments to modules and programmes and deciding which procedures to apply
7. Responsible for producing and checking the accuracy of handbooks for programmes and modules ensuring that all students receive and understand these. The role may include producing other associated student information guides or handbooks.
8. Participate in all quality assurance and enhancement activity across the portfolio of taught programmes.
9. Contribute to regular staff training and development events for academics and professional services, to communicate policy, strategy and regulation changes in relation to QA processes.
10. Have a working knowledge of university regulations, policies and procedures relating to all areas of the quality assurance of programmes set out by the QAA and relevant PSRBs.
11. Be responsible for the update of module maintenance, the monitoring of and the creation of new modules and programme pathways.
12. Ensure an efficient and timely process for student module selection and confirmation.
13. To carry out the administration connected to the creation of new programmes from concept to advertisement.
14. Support the process of student complaints, appeals, disciplinary, academic misconduct and fitness to practice cases.
15. Support the Quality and Programme Development Officer with the co-ordination of the Faculty timetable.
16. Work with the public and patient involvement administrator to co-ordinate service user activities across the Faculty.
17. Maintain information provided on Canvas sites to regularly update own knowledge of quality assurance matters and attend University training and development events.
18. Support with supervision, training or line management as required within the team.
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| **General Duties** | * To fully engage with the University’s Performance Enabling and Welsh language policies
* To promote equality and diversity in working practices and to maintain positive working relationships.
* To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.
* Any other duties as directed by the Faculty Leadership Team or their nominated representative expected within the grade definition.
* To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University’s Risk Management Policy
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| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional**We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality**We Work Together**         We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.**We Care**We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:****Values:*** Demonstrable evidence of taking pride in delivering professional services and solutions
* Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers
* Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

**Qualification:*** A-level or equivalent experience

**Experience:*** Experience of working in the area of Higher Education academic quality and programme development or clearly transferable skills gained in another role/sector.
* Ability to work independently under your own direction and initiative, whilst working within a team and supporting the wider team goals and objectives.
* Experience of understanding, interpreting and applying procedures and regulations in a work setting.
* Experience of significant multitasking in a work setting including a strong ability to organise own workload and prioritise tasks with strict deadlines.
* Excellent customer service and flexibility for handling a wide range of activities.
* Experience in developing and implementing new or improved ways of working/completing tasks in an administrative setting.
* Experience of scheduling meetings and taking minutes and creating action plans.

**Knowledge and Skills**: * Ability to work quickly whilst paying attention to detail and focused on ensuring accuracy.
* Excellent time management skills.
* Excellent oral and written communication skills to be able to explain rules and regulations as and when required.
* Excellent IT skills especially in the use of excel and in using a range of online systems.
* A commitment to and evidence of continuous professional development.
* Proven ability to work in a diverse and high performing team, to deliver against strategic objectives and project plans.

**Welsh Language:**This role requires Level 1 Welsh Language – ‘a little’ (you do not need to be able to speak any welsh to apply for this role) e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).**Desirable Criteria:*** Ability to communicate in Welsh
* Professional, further or higher education qualifications.
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| **Additional Information** | This job description was created April 2021 |

  