



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Programme Support Specialist
Reports to:	
Location:	
Department:	Operations - HE

2. ABOUT THE ROLE	
What you'll be doing?	In this role you will support in the Pathway Manager in the day to day running of the Pathway Centre. You will develop University and QAHE relationships and ensure all process and procedure support academic progression, attendance, compliance and student support.
Key Responsibilities	<p>Develop and maintain consistent and accurate monitoring, reporting and providing feedback on the activities associated with:</p> <ul style="list-style-type: none"> ○ Student induction, attendance, academic performance and assessment submission. ○ Programme set up on the Virtual Learning Environment and materials availability, timetabling and room allocation ○ Academic procedures including recording of assessment marks, moderation, student progression, academic misconduct and preparation for academic boards. <p>Provide face to face, email or telephone student support in terms of;</p> <ul style="list-style-type: none"> ○ Academic - assessment procedures, submission dates and signposting to University regulations ○ Pastoral - refer students to the appropriate services when necessary ○ Systems access - including the VLE, attendance, online library <p>Develop processes and procedures alongside the Pathway manager to:</p> <ul style="list-style-type: none"> ○ Ensure the highest level of customer service is provided ○ Assist the tutor team in the preparation, collation and collection of resources ○ Develop strong relationships with University teams and act as a liaison point between QAHE and the University ○ Attend and minute meetings, academic reviews and assessment boards working, where required, <p>Promote the existence of Programme and Student Support services</p> <p>Actively seek feedback from students and staff via questionnaires and focus groups, analysing the information</p>

	and making recommendations to develop and improve the service.
KPIs & SLAs	Maintenance of accurate and up to date data Timely release of documents to students and handling of student queries
Key Working Relationships	Wider HE team Counter parts at the University Students

3. ABOUT YOU

Competencies	<p>Core</p> <ul style="list-style-type: none"> Integrity - 1 Accountability - 1 Communication - 2 Adaptability - 2 Initiative - 1 <p>Role Specific</p> <ul style="list-style-type: none"> Attention to Detail - 2 Customer Focus - 2 Influence & Persuasion - 1
Your Experience	<ul style="list-style-type: none"> Previous experience of working with a University Experience of working with relevant specialised academic processes, systems and procedures. Experience of contributing to the development and improvement of current working methods Demonstrable success in building good relationships with key internal and external parties. Experience of multi-tasking and delivery to agreed timescale Experience working with international students and home students Experience using E:vision SITS or similar student records management systems
Your Knowledge	<ul style="list-style-type: none"> Working knowledge of the activities of academic registry and programme support functions Understanding of the types of student support that are required by students in higher education Knowledge of relevant systems, equipment, processes and procedures - including student data systems (for example, E:Vision SITS, ALMA, SupportWorks, and/or case management systems, etc.).
Your Qualifications	Qualified at degree level or equivalent experience



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What you'll bring to QA	Commitment to delivering excellent customer service Proactive in approach to work Willingness to undergo a DBS check
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