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| Last updated: | May 2022 |

**JOB DESCRIPTION**

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| Post title: | **Head of Taught Programme Administration** | | |
| School/Department: | Student and Education Services (SES) | | |
| Faculty: | Student Experience Directorate (SED) | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Associate Director (Hubs and Student Administration) | | |
| Posts responsible for: | Team Leaders | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| To be responsible for the leadership, operational management development of our taught programme administration, providing academic staff with a first point of contact and ensuring the academic community receive outstanding support in the delivery of programme administration to ensure an excellent and exemplary provision to students. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Provide leadership and oversee the development and setting of the direction of all areas of the team in line with Student and Education Services (SES) and University strategies, including:   * Operationalise University policies, processes and systems to deliver outstanding education administration to meet the needs of the student and staff community * Identifying how best to develop and deploy organisational structure, procedure, and policy to meet the current and future needs of students within the University * Ensuring required policies, procedures, SLA’s and protocols are formulated and consistently implemented to support an excellent and exemplary service delivery * Providing clear and timely communication to relevant teams and stakeholders on day-to-day operations as appropriate * Raising the profile of the work of the team * Ensuring that the function operates in a safe and ethical manner, undertaking risk assessments and putting in place risk management strategies to ensure appropriate boundaries, confidentiality and management of student risk. * Manage projects and lead initiatives to deliver creative solutions for service delivery/policy/processes/operational changes in time and to a high standard to benefit the student and staff experience | 40% |
|  | Evaluate, report and regularly (qualitatively and quantitatively) brief and advise to the Student and Education Services Directorate and relevant University committees on the effectiveness of the function and the work undertaken to support the delivery of relevant strategies. Use the evidence and data available to inform improvements and deliver continuous improvement in all aspects of work. | 20 % |
|  | Innovate and then lead on the implementation of creative solutions to problems, where precedents may not exist, to ensure the team deliver a high-quality offer to realise wider (e.g. department and University) strategies. | 10 % |
|  | Manage and monitor the budget, ensuring the effective use of resources and the delivery of maximum value within agreed budget limits. Represent and contribute on behalf of the team during the annual budget planning process. | 10 % |
|  | Staff recruitment, induction, performance management, development and annual appraisals to ensure individual contributions are maximised and to encourage staff inclusion and engagement. Ensure team compliance with all University policies, frameworks and quality standards. | 10 % |
|  | Identify opportunities for external funding streams and prepare compelling bids on behalf of the University, collaborating with external and internal partners as required | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Internal   * Student Body * Student and Education Services staff * Office of the Academic Registrar * Professional Services staff * Faculty staff * Office of the Vice Chancellor   External   * Students’ Union * Higher Education Institutions * Professional bodies * Relevant suppliers |

| Special Requirements |
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| * Be able to work flexibly outside of standard office hours in order support in the delivery of a 24/7 offer. * Support and contribute to the delivery of Student Experience frontline services, including attendance at events such as Open Day, Ceremonies and Corporate events. * Demonstrate Southampton University behaviours (Embedding Collegiality – see below). |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree.  Proven experience of managing services outcomes and relationships in relation to taught programme administration  Proven financial management skills  Excellent IT skills, including Microsoft Office packages and confidence working with new technologies | Proven ability to appreciate Higher Education priorities and to apply these in managing work outcomes. | Application  Application/Interview  Application/Interview  Interview  Application |
| Planning and organising | Proven ability to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy.  Proven ability to independently manage conflicting demands in a challenging and high profile environment  Proven ability to manage and prioritise own work, work of different teams and organisational goals simultaneously  Proven ability to set and meet measurable short, medium and long term goals for yourself, your team and the University.  Proactive and responsive approach to work tasks or requests |  | Interview  Interview  Interview  Interview  Application/Interview |
| Problem solving and initiative | Proven ability to identify broad trends to assess deep-rooted and complex issues.  Proven ability to apply originality in modifying existing approaches to solve problems.  Proven ability to make decisions and own these decisions with confidence, authority and ultimate responsibility  Proven ability to use rigorous data collection and analysis to inform decision making and trouble shoot problems effectively  Proven ability to identify development needs in department and apply creative solutions  Proven ability to respond proactively to events to achieve goals and take hard decisions, often in pressurised situations where all the facts are not yet known |  | Application/Interview  Application/Interview  Interview  Interview  Interview  Application/Interview |
| Management and teamwork | Proven experience of managing a successful team  Proven ability to manage team dynamics, ensuring any potential for conflict is managed effectively.  Proven ability to formulate development plans for own staff to meet current and future skill needs.  Proven ability to provide expert guidance and advice to colleagues to resolve complex problems.  Team player, able to work collaboratively with others to disseminate and share knowledge and information |  | Application/Interview  Interview  Interview  Interview  Interview |
| Communicating and influencing | Proven ability in receiving understanding and conveying complex ideas or information and transforming them into implementation plans  Proven ability to collaborate with a range of people, including internal and external stakeholders, in order to foster and maintain relationships  Proven ability to produce effective stakeholder communications that ensure engagement  Confidence to encourage and facilitate constructive debate |  | Application/Interview  Application/Interview  Application/Interview  Application/Interview |
| Other skills and behaviours | Proven ability to demonstrate alignment with the University’s core values in all areas of work and champion those behaviours in the department. |  | Interview |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public | x |  |  |
| Lone working | x |  |  |
| ## Shift work/night work/on call duties |  |  |  |

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

