Prifysgol Abertawe
Swansea University

Academic Quality and Programme Development Administrator

Faculty:	Faculty of Medicine, Health and Life Science
Job Title:	Academic Quality and Programme Development Administrator
Department/Subject:	Faculty wide role
Salary:	Grade 5 £25,138 - £27,979 per annum together with NEST pension benefits
Hours of work:	Full Time, 35 hours per week. Applications for part-time or job-sharing arrangements will be considered. The post holder will be expected to work flexibly as necessary in order to fulfil the duties and responsibilities of the post.
Contract:	Fixed term – until 31st July 2025
Location:	Predominantly based at the Singleton Park Campus however the role holder may occasionally be required to work at the St David's Park Campus.

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 teams Swansea 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 University's vision and purpose. This position will be based in the Education and Student Experience 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 Administrator is a part of the Academic Quality Team who are responsible for delivering a high-quality service coordinating, leading and delivering professional support and management services. The team deliver the highest levels of excellence in professional service in relation to 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 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.

	This role will suit applicants who have experience in working in higher education within academic quality, planning 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.

The role will involve working closely with academic staff from a particular programme/s of study, or supporting a particular function within the team across the Faculty, so the ability to form effective working relationships and gain an understanding of academic programmes and regulations is essential. |
| **Main Purpose of Post** | 1. Contribute to the delivery and promotion of robust quality assurance and enhancement policies and standard operating procedures to ensure the programmes delivered by the Faculty provide a high quality student and staff experience in line with internal and external requirements.
2. Provide advice and guidance to staff and students and undertake administrative procedures relating to University regulations and processes.
3. Formal committee servicing and associated working groups.
4. Support the Academic Quality and Development Coordinators with all aspects of academic planning and quality assurance support, taking responsibility, where required, for working directly with allocated academic areas and gaining a good knowledge of their programmes and the academic quality, regulation and assurance support required.
5. Contribute to the creation and maintenance of an annual academic and administrative calendar.
6. Ensure accurate information is contained on SITS, Programme and Module Maintenance, Canvas and other relevant Faculty sites.
7. Ensure all activities are carried out confidentially, sensitively and diplomatically, demonstrating an awareness of GDPR and University policies and procedures in relation to all staff and student information.
8. Support the process of student complaints, appeals, disciplinary, academic misconduct and fitness to practice cases.
9. Ensure preparation of documentation in readiness for appeal boards, academic misconduct cases at Faculty and University level is carried to the highest standard
10. Organise Fitness to Practise meetings in programmes where this is required, arranging dates and times, booking rooms, inviting staff and students, setting and circulating agendas, minute taking and communicating action lists.
11. To support colleagues in the production of the teaching timetable in conjunction the Central Timetable team.
12. Work with the public and patient involvement administrator in relation to service user activities across the Faculty.
13. Contribute to staff training and development events to raise awareness of academic integrity and student cases procedures and outcomes.
14. Coordinate the management of the team email account. |
| **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
Professional Services Values	All Professional Services areas at Swansea University operate to a defined set of Core 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:** • GCSE or equivalent experience required **Experience:** • Experience of working in the area of Higher Education academic quality and programme development to include using relevant systems, 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 applying procedures and regulations in a work setting. • Experience of multitasking in a work setting including a strong ability to organise own workload and prioritise tasks with strict deadlines. • Excellent customer service skills and flexibility for handling a wide range of activities. • Experience in developing and implementing new or improved ways of working/completing tasks. • 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.

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 or 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](#).

Desirable Criteria:

- Ability to communicate in Welsh
- Qualifications at a professional, further or higher education level.