

Academic Quality and Programme Development Assistant

Faculty:	Faculty of Medicine, Health and Life Science
Job Title:	Academic Quality and Programme Development Assistant
Department/Subject:	Faculty wide role
Salary:	Grade 4 £22,681 - £24,533 per annum together with NEST pension benefits
Hours of work:	Full Time, 35 hours per week. 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 31 st 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	<p>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.</p> <p>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.</p> <p>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</p> <p>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.</p>
Background information	<p>The Academic Quality and Programme Development Assistant 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.</p> <ul style="list-style-type: none"> ➤ 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. <p>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.</p> <p>This role will suit applicants who are highly organised, proactive, with a strong eye for detail and be able to work to tight deadlines under pressure, anticipating problems which may arise.</p>

	<p>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.</p>
<p>Main Purpose of Post</p>	<ol style="list-style-type: none"> 1. Assist with administrative procedures to support all aspects of academic planning and quality assurance and enhancement, taking responsibility, where required, for working directly with allocated academic areas and gaining a good knowledge of their degree programmes and the academic quality, regulation and assurance support required. 2. Assist with the maintenance of online university portals such as SITS, Programme and Module Maintenance and Canvas. 3. Assist with organising and servicing meetings for (but not limited to) Boards of Study, Progression and Award Boards, within required timescales, taking accurate minutes to a set template and format and/or creating action trackers for meetings. 4. Assist in the collation and tracking of all required documentation for submission at Learning and Teaching, Boards of Study, Progression and Award Boards. 5. Continually review the annual academic and administrative calendar, ensuring that relevant dates are noted and deadlines met. 6. Support the process of student complaints, appeals, disciplinary, academic misconduct and fitness to practice cases. 7. To support faculty development activities for clinically regulated programmes including communication with speakers, booking venues, catering and resources. To assist the Faculty Development Leads in the collation of data for analysis and reports to Boards of Studies. 8. To liaise with the Faculty's Marketing, Recruitment and Internationalisation team and Health Board Education Centres to ensure effective dissemination of activities internally and externally. Assisting Faculty Development Leads in the production of newsletters and online information hubs. 9. To maintain an accurate list of teachers requiring training, acting as INTREPID (online training records software) data handler recording attendance, maintaining a log of training activities ensuring information is up to date and accurate and supporting the peer observation of teaching process by collating records, issuing reminders and certificates. Manage the team e-mail account. 10. Archive material as required. 11. Assist with other activities in the Academic Quality and Planning team during their peak workload periods. 12. Responsible for the preparation of committee and other supporting papers as required. 13. Assist with service user and carer activities 14. 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. 15. Arrange meetings and diary management for the team.
<p>General Duties</p>	<ul style="list-style-type: none"> ➤ 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

<p>Professional Services Values</p>	<p>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.</p> <p>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</p> <p>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.</p> <p>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.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
<p>Person Specification</p>	<p><u>Essential Criteria:</u></p> <p>Values:</p> <ul style="list-style-type: none"> • 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 <p>Qualification:</p> <ul style="list-style-type: none"> • GCSE or equivalent experience required <p>Experience:</p> <ul style="list-style-type: none"> • Experience of understanding, interpreting and applying procedures/processes and regulations in a work environment. • Experience in an administrative or clerical role which required multi-tasking and a proactive approach • Experience of accurate data entry and maintaining information records. <p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • Excellent written and proofreading skills with a keen eye for detail and the ability to work quickly and accurately. • Excellent oral communication skills to be able to explain rules and regulations clearly. • Exceptional organisational skills to ensure all deadlines are met and that work is effectively prioritised. • Excellent IT skills especially in the use of excel and in using a range of online systems. • The ability to download, format and present information to a high standard. • Excellent customer service skills and flexibility for handling a wide range of activities.

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.
- Experience in developing and implementing new or improved ways of working/completing tasks.

