

## Job description

# PROGRAMME MANAGER (Academic)

## Permanent Full Time

### Context

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

The INTO Queen's University Belfast (INTO QUB) joint venture with Queen's University, Belfast commenced in 2009.

### Reporting Line

The Programme Manager reports to the Academic Director.

### Line Management Responsibility

The Programme Manager has overall responsibility for the successful delivery of their designated programme (s) at INTO Queen's University. They have Line Management responsibility for relevant teaching staff.

### Job Categories

The post holder will have responsibility for a number of academic programmes. The post holder will work as part of a team of Programme Managers and designated responsibility for programmes can change over time depending on business needs, programme development and other factors.

## Job Purpose

To be responsible for the effective planning and delivery of a first class academic and pastoral provision for all students on designated programmes against agreed business targets and financial constraints. To work closely with the Academic Director, other Programme Managers, the Academic Support Team and Programme Teachers to deliver effective teaching and ensure the appropriate deployment of resources.

## Key Accountabilities

- Manage teaching staff across specified a number of programme courses within the required qualitative and quantitative service standards;
- To lead the Programme teams, including the recruitment, induction, development and performance management (Performance Coaching);
- Ensure that the delivery of programmes are consistent with the commercial and customer service objectives of INTO and the University;
- Prepare students for University study by using appropriate teaching methodologies and teaching materials;
- Instill and develop effective team work across the programme teaching team;
- Provide support for all students studying on the programme(s), including induction;
- Maximise efficiencies in the use of staff and teaching resources;
- Play a lead role in staff recruitment, induction, performance management and development;
- Meet deadlines to ensure the effective operation of the programmes;
- Lead on quality assurance and validation processes for their programme(s);
- Liaise with the Academic Support Team to provide all required information in a timely manner;
- Liaise with the External Examiners and Faculty Advisors to provide all required information in a timely manner;
- Coordinate with all other Programme Managers to ensure effective running of the programme(s);
- Play a lead role in the external exam board process, ensuring high quality and standards
- Provide advice and guidance on admissions criteria;
- In conjunction with the Programme Team, be responsible for the production of examination papers and schemes of assessment, ensuring that marking and collation of marks and student feedback are completed to agreed deadlines;
- To oversee student progress on the programme and coordinate intervention strategies where appropriate;
- To oversee and embed academic tutorial support provided to students on the programme;
- In collaboration with the Academic Support Team, to manage the allocation of students and teaching resource to ensure quality provision with an understanding of resource constraints and commercial imperatives (e.g. timetabling, materials);
- To manage a programme budget;
- Maintain excellent relationships with colleagues, University staff and other external stakeholders, acting as a positive ambassador for at all times;
- Contribute towards the Centre's teaching resource, providing role model behaviour in relation to the quality and standards of work. Post-holders will be required to teach **up to 320** hours per annum;
- Introduce consistent and reliable evaluation and assessment methods across the programme(s);
- Provide leadership and role model behaviour on the pastoral care of students (includes delivering verbal and written warnings and running student induction sessions);
- Take responsibility for their own professional development in both management and teaching
- Develop and maintain up to date resources for students and teachers;
- Provide a leading role in the development of information technology and its applications to teaching and professional development;

- Be an ambassador for the Centre as required (this may on occasion be overseas);
- Maintain good relationships with all key internal and external stakeholders
- Be a key member of the senior academic management team and contribute to the development of the Centre operational strategy;
- Contribute to the development of marketing and brand strategy;
- Complete all necessary administration & HR duties as required by the post;
- Be trained to a minimum of Safeguarding Level 1;
- Identify and take part in relevant training and/or self-development activities and apply relevant knowledge/learning outcomes to the role;
- Demonstrate professional levels of customer service at all times;
- Adhere to all company policies and procedures including those in relation to your own and others' health, safety and wellbeing;
- Comply with General Data Protection Regulations in relation to student and company data;

**Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request;**

- **We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working;**
- **Programme Manager responsibilities are kept under review and may change;**
- **Designated responsibility for programmes can change over time depending on business needs, programme development and other factors.**

## Location

INTO Queen's University Centre, Belfast.

## Salary

Appointment will be made on Salary Band E (£37,014 - £50,079 per annum )

## Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

**This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.**

**INTO is committed to safeguarding and promoting the welfare of young people and child protection screening will apply.**

**See next page for Person Specification.**

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## Person Specification Programme Manager (Academic)

	Essential	Desirable
<b>Legal Status</b>	<ul style="list-style-type: none"> <li>• Appropriate Access NI disclosure checks will be required prior to confirmation of appointment.</li> <li>• Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport.</li> </ul>	
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Undergraduate degree or higher.</li> <li>• An appropriate postgraduate qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• PhD holder.</li> <li>• PGCE or equivalent</li> </ul>
<b>Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrate leadership and competence in teaching to A Level standard or higher</li> <li>• Experience of teaching international students.</li> <li>• Demonstrate ability to manage and motivate effective teams in a fast changing environment.</li> <li>• Ability to line manage staff on the teaching team.</li> <li>• Ability to think, plan, and contribute to the Centre's operational strategy.</li> <li>• Demonstrate the ability to manage change.</li> <li>• Ability to communicate and influence others at all levels and ensure the message is clearly understood.</li> <li>• Ability to work to set timelines and meet deadlines.</li> <li>• Ability to maximise the efficiency of resources available within the agreed constraints.</li> <li>• Approachable and facilitative management style.</li> <li>• Good basic IT skills with a familiarity of Microsoft Office.</li> <li>• Ability to prioritise, meet deadlines, and work under pressure.</li> <li>• Sound judgement, analysis and decision making skills.</li> <li>• Ability to build and manage relationships with peers, senior managers, University stakeholders, parents and students from a range of linguistic, ethnic and cultural backgrounds.</li> <li>• Commercially aware, with the ability to balance the need to deliver quality programmes within the agreed financial parameters.</li> <li>• An awareness of issues in marketing educational services in an international context.</li> <li>• Ability to put in place systems and processes that are effective and efficient and produce quality, timely management information.</li> <li>• Creative, passionate, quick thinking, driven by energy and enthusiasm.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of teaching at A-level, International Baccalaureate, or equivalent level, for Foundation programmes.</li> <li>• Experience of teaching at undergraduate university level, or equivalent level, for Diploma programmes.</li> <li>• Understanding of legal and operational matters that relate to the running of a Centre.</li> <li>• Experience of managing teaching teams in an HE setting</li> </ul>

## Key Competencies

<b>Communication:</b>	<ul style="list-style-type: none"> <li>• Carefully prepares information to present e.g. selects the most appropriate way (e.g. PowerPoint, verbal) to communicate</li> <li>• Are clear and precise in their communication with others</li> <li>• Communicates key messages to their teams, customers and stakeholders on an ongoing basis</li> <li>• Presents facts based on evidence</li> <li>• Builds rapport with others</li> <li>• Anticipates and adapts communication style appropriately</li> <li>• Understands others needs e.g. reflects and re-iterates what they have heard</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Keeps others informed</li> <li>• Manages/distributes work appropriately based on who is best placed to deliver</li> <li>• Asks for ideas &amp; opinions to resolve issues</li> <li>• Promotes good working relationships and intervenes to ensure conflicts are resolved</li> <li>• Publicly provides credit to others who have made valuable contributions and performed well</li> <li>• Encourages, motivates &amp; builds confidence of others</li> </ul>
<b>Customer (&amp; Student Focus)</b>	<ul style="list-style-type: none"> <li>• Takes personal responsibility for correcting customer/student issues</li> <li>• Corrects problems promptly &amp; non-defensively</li> <li>• Sets priorities to serve customers/students in a timely manner</li> <li>• Takes time to understand their customer/student and makes themselves available</li> <li>• Takes a broader viewpoint in giving a complete customer/student experience</li> </ul>
<b>Role &amp; Performance Focus</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for delivering goals across the team</li> <li>• Monitors quality of work</li> <li>• Motivates others to deliver</li> <li>• Seeks feedback from others to ensure quality and standards are met</li> </ul>
<b>Solution &amp; Ideas Focus</b>	<ul style="list-style-type: none"> <li>• Foresees obstacles and challenges in the future and plans to overcome them</li> <li>• Points out discrepancies to others and works with them to meet/exceed standards and recommends alternate processes within own area</li> <li>• Seeks to develop the capability of others based on an understanding of changing business needs</li> <li>• Exhibits good judgement in making timely and calculated decisions to help solve problems and/or to implement something new</li> <li>• Ensures other people's options are explored, understood and valued when considering the way forward</li> <li>• Considers a wide variety of sources when making decisions e.g. from other teams, partners, competitors, the market, etc.</li> <li>• Anticipates and takes advantage of an opportunity to develop and introduce a new approach that improves what they do and is scalable to implement going forward</li> <li>• Embraces ambiguity and new ideas to lead change, and motivate others too</li> </ul>