JOB DESCRIPTION

Job Title: Programme Lead (Greenwich Online)

Grade: AC3

Department: Vice Chancellor's Office

Responsible to: Associate Director, Greenwich Online

Responsible for: Module Leads

Key Contacts: Students, Academic Lead Greenwich Online, Module Leads, Learning Designers, Associate Deans (Student Success), Associate Heads of School (Student Success), Module Tutors, other Academic and Professional Services Colleagues. External contacts with an interest in the programme, such as professional and statutory bodies, employers and alumni.

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

The University of Greenwich has an ambitious strategy to 2030 entitled This is Our Time. An important priority within the strategy is to establish an excellent online learning provision, establishing new innovative programmes along with supporting existing provision to develop further.

This role will lead a programme within the online portfolio, ensuring successful design, delivery and operation of a curriculum area. Working with colleagues across Greenwich Online and faculties, the post holder will ensure the programme is of high quality, delivers excellent student experience and recruits effectively.

They will shape the direction of the programme, evolving the curriculum to meet the needs of students and maintain alignment to industry. The Programme Lead line manages Programme Module Leaders and is required to take a Module Lead role for module one.

KEY ACCOUNTABILITIES
Leadership
- Lead the direction, management and operation of an online programme within the Greenwich Online portfolio.
- Coordinate regular opportunities for module leaders and the programme team to share practice and review the health of the programme
- Actively promote coordinated and innovative pedagogic practices across the programme.
- Be the public face of the programme, representing it and the university to students, prospective students and external audiences
- Oversee the performance of modules on the programme, ensuring module leaders receive relevant support to enhance their modules as necessary.

Programme currency, pedagogic design and delivery
- Lead and support others in the timely design and development of modules working in partnership with Learning Designers to implement excellent curriculum.
- Champion Greenwich Online approach to programme development, ensuring scalability of modules while maintaining a quality student experience.
- Work with the team to lead iterative curriculum development for the online programme taking into consideration student feedback and subject changes.
- Work with the team to design the programme in alignment with wider strategic aims of the university.
- Ensure a coordinated programme-wide assessment and feedback practice in line with the University's Assessment and Feedback Policy.
- Undertake programme assessment, including marking and providing feedback.
- Lead on updating programme information, including the Handbook.
- Oversee communication with library services and other parties regarding necessary learning resources.
- Provide guidance to new members of staff joining the programme team.

Recruitment
- Working with colleagues in marketing and recruitment, lead programme specific marketing activity to achieve student number targets.
- Work alongside the recruitment team to engage with the selection of candidates onto the programme.

Student induction, engagement and continuation

- Work proactively to ensure student progression and continuation remain high for online programmes, contributing to and supporting activities that promote belonging and build online community.
- Lead the design and delivery of welcome activities for students, in alignment with University and Faculty plans.
- Ensure effective support for the transition of new students and continuing students at each programme level, including alignment with the Greenwich Tutoring Framework.
- Ensure clear communication with students about the programme and any changes.
- Promote a positive approach to the academic wellbeing of students, ensuring the programme team has a good knowledge of processes relating to Extenuating Circumstances, Interrupting studies, Academic Appeals etc. according to the University's regulations.
- Liaise with the university's Academic Skills Development and Employability teams, ensuring skills and opportunities are embedded in the programme and students are signposted to additional development opportunities supporting personalised learning.
- Monitor student progression and success across your programme and approve arrangements and support for non-progressing students.
- Support module leaders to ensure Greenwich Inclusion Plans (GIPs) are implemented consistently.
- Work with Student and Academic Services on requests for authorised absence and ensure students can catch up following a period of absence, or when they enrol late.
- Approve and support student transfers in or out of your programme.
- Attend the graduation ceremonies for your programme.

Quality assurance and enhancement

- Proactively seek student and staff feedback and act on this to inform programme and curriculum developments.
- Promote a continuous enhancement approach to programme and module delivery, working with module leaders to share and embed effective inclusive practices, and responding to performance indicators including student evaluations, pass rates and attainment.
- Chair Programme Committee Meetings, ensuring meaningful opportunities for student feedback, coordinating actions and closing the feedback loop about changes.
- Prepare for the Progression and Award Board, ensuring marks have been entered on schedule and being ready to present these at the meeting.
- Monitor the ongoing market attractiveness, academic quality and other KPIs of the programme using the Continuous Improvement Tool and contribute to ongoing enhancement through the Annual Programme Reports.

- Lead and coordinate the programme response to key metrics including the Awarding Gap, National Student Survey, Postgraduate Teaching Experience Survey, continuation and graduate outcomes, working in alignment with School, Faculty and University Plans.
- Respond to feedback from External Examiners and relevant Professional and Statutory Regulatory Bodies, working with the team on any necessary changes.
- Work with the programme team on the programme and curriculum design, leading into validating, modifying or revalidating a programme.

Generic:
- Work effectively and collaboratively with colleagues across academic and professional services to support all learners, enhancing the student experience.
- Proactively support adoption and use of learning technologies and digital tools as and when required.
- Work with other academics and the administrative teams to deliver excellent student care to support student success and employability.
- Contribute to the general academic administrative work of the Faculty and Greenwich Online.

Managing Self:

- To engage in continuous personal and professional development activities in the areas of subject expertise and online education.
- Motivated to deliver to high standards, working independently and with others.
- To be able to work proactively and to deadlines.
- Excellent attention to detail.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:
Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Greenwich Online delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Programme and module level student feedback, student continuation and student outcomes.
- University level KPIs including either the National Student Survey or Postgraduate Taught Experience Survey (relevant to programme award level), Continuation, Awarding Gap, Graduate Outcomes.

Other Performance Indicators will be established in consultation with the Head of Subject, Academic Lead Greenwich Online and Associate Director Greenwich Online, as part of the annual Appraisal and Professional Development Review and with due regard to the University's KPIs.

KEY RELATIONSHIPS (Internal & External):

Students, Academic Lead Greenwich Online, Module Leads, Learning Designers, Associate Deans (Student Success), Associate Heads of School (Student Success), other Academic and Professional Services Colleagues.

PERSON SPECIFICATION

EXPERIENCE:
Essential Criteria
- Relevant demonstratable subject expertise in programme area.
- Significant teaching experience in subject area at HE level.
- Understanding of quality, regulatory and policy requirements for delivering HE education and experience of working to these expectations.
- Experience of designing programmes and modules in alignment with subject benchmarks, university priority themes and expectations, and external partner requirements, e.g. employers and accrediting bodies.
- Previous teaching experience as part of a fully online programme/course.
- Experience of curriculum design and impact on student experience.

- Previous experience of managing and leading others to work towards clear objectives.
- Previous line management experience including setting objectives, supporting staff CPD and performance management.

Desirable Criteria
- Have successfully led a programme design or redesign and validation from conception to implementation incorporating recognised methodologies e.g. UDL, ABC.
- Experienced in leading department or subject level projects and initiatives which have impacted positively on students.
- Experienced in developing and implementing education or student success strategies and policies.
- Involvement in a digital change initiative within a university setting.

SKILLS:
Essential Criteria
- Excellent leadership skills: ability to lead programme direction and motivate module teams.
- Ability to lead others to complete tasks to deadlines and within budget.
- Excellent digital skills and competency of digital technologies in education.
- Excellent communicator, ability to bring colleagues together to work to a common goal.
- Strong decision-making skills, able to assess information accurately and effectively and take ownership of results.
- Well-developed project management skills and ability to use innovation and creativity to solve complex problems.
- Excellent presentation skills.

Desirable Criteria
- Good knowledge of key policy issues at institutional, national and sector wide levels.

QUALIFICATIONS:
Essential Criteria
- Educated to Master's level in relevant subject area.
- Recognised teaching qualification (PGCHE or equivalent).

Desirable Criteria
- Doctorate in relevant subject area.
- Advance HE Fellowship.

PERSONAL ATTRIBUTES:
Essential Criteria

- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful.
- Respect for the purposes of the University and commitment to the role of higher education in society.