

JOB DESCRIPTION

Job Title: Academic Lead (Greenwich Online)

Grade: AC4

Department: Vice Chancellor's Office

Responsible to: Associate Director of Greenwich Online

Responsible for: Programme Leads (Greenwich Online), Module Tutors

Key Contacts: Associate Director of Greenwich Online, Programme Leads (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 online portfolio, such as professional and statutory bodies, employers and alumni.

Standard Occupational Classification (SoC code):

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.

Working closely with the Associate Director and University stakeholders, the post holder will be expected to set standards of excellence in online learning and guide overall academic direction of the online portfolio. They will focus on ensuring there is effective day-to-day management of Programme Leads (Online) and provide leadership support to academic colleagues working across Greenwich Online.

The post holder is expected to have and maintain strong stakeholder relationships at regional, national and international level; with a proven track record of teaching and scholarship initiatives or discipline-related research in online education.

Working together with other leaders you will make a strong, positive contribution to the Greenwich Online profile in learning and teaching,

adding value to the student experience and the University's objectives in relation to achieving excellence.

KEY ACCOUNTABILITIES

Leadership:

- Develop staff and provide inspiration, support and leadership to the Greenwich Online academic team.
- Line manage staff, perform inductions, appraisals, and set relevant objectives.
- Ensure effective mentorship and personal development of staff within the team.
- Work with the Associate Director and contribute to the overall management of Greenwich Online including business planning, staff appointments, and programme development.
- Be the day-to-day first point of contact for Programme Leads (Online).
- Maintain awareness of the work plans of the academic teams in liaison with the Production Manager.
- Resolve conflicts within and between teams.
- Take responsibility for setting and monitoring standards.

Programme currency, pedagogic design and delivery

- Champion Greenwich Online approach to programme development, ensuring scalability of modules while maintaining a quality student experience.
- Ensure coordinated online assessment and feedback practice in line with the University's Assessment and Feedback Policy.
- Work with the Programme Leads (Online) to ensure design of the programmes are in alignment with wider strategic aims of the university.
- Lead and support others in the timely design and development of modules, working in partnership with Learning Designers to implement excellent curriculum.
- Work with academic Programme Leads (Online) to focus iterative curriculum development for the online programmes taking into consideration student feedback and subject changes.
- Seek to maximise the learning outcomes of students.

Recruitment

- Working with colleagues in marketing and recruitment, contribute to Greenwich Online marketing activity to achieve student number targets.

Student induction, engagement and continuation

- Work proactively to ensure high levels of student progression and continuation for online programmes, contributing to and supporting activities that promote belonging and build online community.
- Maintain a high standard of student engagement and satisfaction.

- Assist in coordinating the design and delivery of welcome activities for students, in alignment with University and Faculty plans.
- Promote a positive approach to the academic wellbeing of students, ensuring Programme Leads (Online) have 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 online programmes and students are signposted to additional development opportunities.
- Monitor overall online student progression and success and propose any subsequent actions for application across the online portfolio.
- Attend the graduation ceremonies for online programmes.

Quality assurance and enhancement

- Promote a continuous enhancement approach across the online portfolio, working with Programme Leaders (Online) to share and embed effective inclusive practices, and responding to performance indicators including student evaluations, pass rates and attainment.
- Act on student and staff feedback to inform programme and curriculum developments.
- Chair Committee Meetings, ensuring meaningful opportunities for student feedback, coordinating actions and closing the feedback loop about changes.
- Assist in the preparation for Progression and Award Boards.
- Monitor the ongoing market attractiveness, academic quality and other KPIs of the online portfolio using the Continuous Improvement Tool.
- Lead and coordinate the response to any consistent themes that arise from key metrics across Greenwich Online.
- Respond to feedback from External Examiners and relevant Professional and Statutory Regulatory Bodies, working with the team on any necessary changes.
- Work with the online programme teams on the programme and curriculum design as required, to include validating, modifying or revalidating a programme.

Generic:

- Proactively contribute to the academic development of Greenwich Online.
- Sustain personal recognition and esteem as leading figure in online learning.
- Integration of research and scholarship into published teaching or training materials.
- Maintain high professional standing in personal discipline/higher education pedagogy and a commitment to develop further.

- Efficiently contribute to the implementation of approved policies, guidelines and standard operating procedures in relation to Greenwich Online.
- Support the welfare, progression, and assessment of students.
- Keep abreast of developments within online learning and seek continuous improvement of professional practice.

Managing Self:

- Motivated to deliver to high standards, working independently and with others with an increasing degree of autonomy.
- Work proactively and to deadlines.
- Excellent attention to detail.
- Actively participate in established professional development framework activities.
- Behave in a manner which reflects the University's values and creates a positive environment for work and study.

Core Requirements:

- Commitment to key strategic priorities of the Greenwich Online and University.
- 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:

Performance Indicators will be established in consultation with the 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):

- Associate Director of Greenwich Online, other senior managers and their Schools, administrative and technical/support staff.
- Directorates of the University.
- Other Faculties of the University.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Good understanding of the HE sector in the UK.
- Proven track record of teaching and/or research excellence.
- Proven track record of enhancing student experience outcomes for students.
- Proven, sustained track record of outputs in relation to online learning.
- Proven track record of leading education or subject level projects.
- Proven track record of contributing to education or student success strategies and policies.
- Working knowledge of quality assurance/ enhancement and academic standards.

Desirable Criteria

- N/A

SKILLS:

Essential Criteria

- Excellent leadership skills, including the ability to motivate a diverse workforce to achieve high levels of individual, team and organisational performance.
- A broad understanding and appreciation of common and unique aspects of teaching and professional practice within a department.
- Well-developed organisational and management skills.
- Well-developed interpersonal and communication skills with the ability to motivate and influence others.
- Capacity to listen and consult.
- Good negotiation skills.

- Strong decision-making skills, able to assess information accurately and effectively, and take ownership of results.
- Well-developed project management skills and the ability to use innovation and creativity to solve complex problems.

Desirable Criteria

- N/A

QUALIFICATIONS:**Essential Criteria**

- PhD or equivalent professional practice in higher education.

Desirable Criteria

- Postgraduate teaching qualification or Fellow, Senior Fellow of HEA, or significant teaching experience.

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.
- Committed to enabling online education.
- Proactive and enthusiastic.
- Approachable and communicative.

Desirable Criteria

- N/A