

The Pears Cumbria School of Medicine

A partnership between

IMPERIAL



SECTION A: THE ROLE

Job Title:	PCSM Programme Officer
Institute/Service:	The Pears Cumbria School of Medicine
Job Grade:	Grade 06
Job Family:	Services
Job Location:	Carlisle Fusehill Street
Responsible To:	PCSM Head of Operations with dotted line to Programme Administration Manager
Responsible For:	PCSM Programme Administrator

Role Purpose:

The Programme Officer is a busy and varied role within the PCSM office, with responsibility for the day-to-day planning and delivery of all operational aspects of the MBBS programme, working closely with the academic team. This role will have line management responsibility for a Programme Administrator.

While the PCSM office is being created, the post holder will take a key role in identifying, planning and implementing our approach to programme administration. The Programme Officer will then be responsible for ensuring these approaches are implemented when students enter the programme.

The role will include responsibility for keeping meticulous student records, with utmost regard for confidentiality and other data protection requirements. The post holder will actively seek and recommend ways to improve the service to staff and students, maximising the use of systems and processes, and keeping skills up to date.

Working closely with the Head of Operations and key academic leads, the Programme Officer will ensure that students are well supported, providing high quality, timely information and responding to queries in a professional and approachable manner.

SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES

1.	<p>Programme administration:</p> <ul style="list-style-type: none">• Work with module leads to ensure programme materials are created and maintained to a high standard.• Work with the Learning Technologist to ensure that programme information is kept up to date on relevant digital platforms.• Take responsibility for general programme supplies within a delegated budget, so that supplies/resources are available when required.• Implement and maintain policies and processes to ensure accurate electronic student records.• Ensure students are allocated to groups for tutorials/modules/projects, ensuring any individual requirements are taken into account.• Work with members of the academic team to ensure students have successful transitions through the programme, for example through the organisation of welcome week activities.• Organise programme-related student and faculty events.
2.	<p>Communication & Engagement:</p> <ul style="list-style-type: none">• Respond to enquiries of varying complexity from academic staff and students in a timely, professional and friendly manner, seeking information from others when necessary to effectively answer queries, and making judgements about when to pass queries to others for reply.• Work with the Communications and Engagement Officer to coordinate regular, timely and effective communications to students related to the programme.• Deliver seamless and excellent customer service across all physical and digital engagements with staff and students.• Liaise with key contacts in the two universities to ensure successful outcomes for customers.
3.	<p>PCSM Office:</p> <ul style="list-style-type: none">• Arrange and service programme meetings as required, representing the School in University-level meetings, when requested.• Contribute to the day-to-day work of the PCSM office, working collaboratively across teams and providing assistance as required.
4.	<p>Staff management:</p> <ul style="list-style-type: none">• Provide line management for the PCSM Programme Administrator, agreeing objectives, providing support and guidance, organising and delegating work, delivering training and undertaking performance reviews.
5.	<p>Organisation:</p> <ul style="list-style-type: none">• Plan and prioritise own work activities, and set those of others as required, looking ahead to meet objectives and adjusting priorities as necessary to accommodate changes in circumstances.
6.	<p>Data analysis:</p> <ul style="list-style-type: none">• Perform manipulation, analyses and interpretation of data, prepare reports to highlight issues for further investigation and/or to support decision making.

Additional Information:

You may on occasions and in line with operational needs:

- Be required to work different hours including at weekends/evenings;
- Be required to travel to other campuses and sites as necessary.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

Our Values:

At the University of Cumbria, our values shape the way we work, our culture and environment.

We are PERSONAL

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

We are PROGRESSIVE

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

We are ENGAGED

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

Providing an Inclusive Environment:

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety Statement

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

Criteria for Grade 6 Role Title: PCSM Programme Officer	Essential/ Desirable	To be identified by:
<p>Qualifications Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.</p> <p>Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.</p>	<p>Essential</p> <p>Desirable</p>	<p>Application Form</p> <p>Application Form</p>
<p>Experience Previous experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology.</p> <p>Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job. Developing expertise and theoretical knowledge.</p>	<p>Essential</p> <p>Desirable</p>	<p>Supporting Statement/ Interview</p> <p>Application Form/Interview</p>
<p>Knowledge, skills and abilities Able to apply a detailed understanding of programme administration and its underlying principles, supported by evidence of experience and/or relevant educational background.</p> <p>Knowledge to act as a main point of contact/ point of referral for the MBBS programme procedures, systems, processes, etc.</p> <p>Ability to effectively manage and develop a team of staff within a work area.</p> <p>Skills to research collate and edit material for inclusion in reports/other documents.</p> <p>Analytical/problem solving capability to perform analysis of information and identify issues to support decision making.</p> <p>Skills to assess and organise resources, and plan and progress work activities, projects, and implement improvements within own area of work, using initiative and judgement with limited recourse to line management.</p> <p>Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology, development and maintenance of websites, eg Office 365.</p> <p>Professional approach to work and work colleagues.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Supporting Statement/ Interview</p> <p>Supporting Statement/ Interview</p> <p>Supporting Statement/ Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview</p>
<p>Other Commitment to the Strategic Plan of the University especially in relation to equality of opportunity at work, a healthy and safe working environment and the expected behaviours of an effective Leader.</p>	<p>Essential</p>	<p>Interview</p>