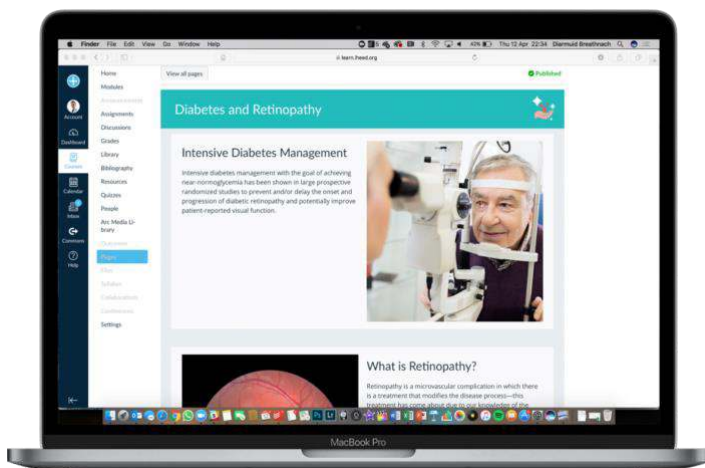


iheed⁺
transcending boundaries
transforming medical education



Academic Affairs Programme Manager

Job Description

Academic Affairs Programme Manager

Job Title
Department
Reports To
FTE

Programme Manager
Academic Affairs
Director of Academic Affairs
1

Purpose of the job

The Programme Manager will form part of the Academic Affairs team, overseeing all aspects of the postgraduate education programmes ensuring students have a first-rate education experience that is efficient, effective, and responsive to changing circumstances. The team will work together, developing common systems and processes standardised on best practice and ensuring that IHEED's and the accrediting University's regulations and procedures are adhered to. The post holder will lead a team of tutors and be in regular communication with students (which may include matters of confidentiality) and will require strong influencing skills to communicate persuasively and tactfully with tutors and staff, ensuring cooperation and compliance with milestones in the academic year. As the iheed suite of programmes develop, the post holder will assist with curriculum design and accreditation and will have a strong educational pedagogy to support this. This is a busy and varied role which requires the post holder to work to tight deadlines on his/her own initiative, interpret and apply complex information and learn new systems and procedures rapidly.



Duties & Responsibilities

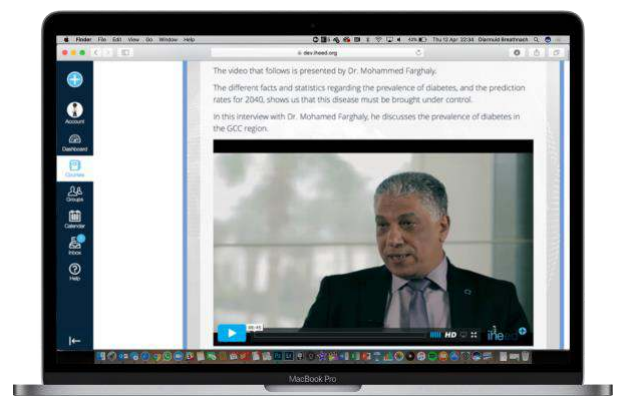
The post-holder will also have primary responsibility for the day-to-day management of one or more postgraduate programmes, including processing of admissions applications.

Programme Management

1. Lead a team of tutors in devising and quality controlling content for weekly tutorial sessions ensuring appropriate syllabus coverage and consistency
2. Devise and manage a set of academic milestones with tutors ensuring material review, assessments and exams are authored and prepared for external review within agreed timeframes.
3. Actively monitor the quality of delivery for each tutor using the agreed review framework ensuring each lecturer is performing to their full potential
4. Guide tutors in the authoring of programme assessments ensuring appropriate syllabus coverage and sound examination principles
5. Prepare programme reports for iheed and accrediting university committees
6. Act as a point of contact for postgraduate students, tutors, and other members of the team, dealing with enquiries and providing support
7. Establish, maintain, and use clear and effective means of communication with tutors and students
8. Work with the team to produce core programme information, materials, teaching aids and general handbooks
9. Ensure that copies of all forms are up to date and appropriately available for use on the IHEED OLE for use by students and/or tutors
10. Assist with induction events and prepare information packs for incoming students
11. Provide support to the Director of Academic Affairs.

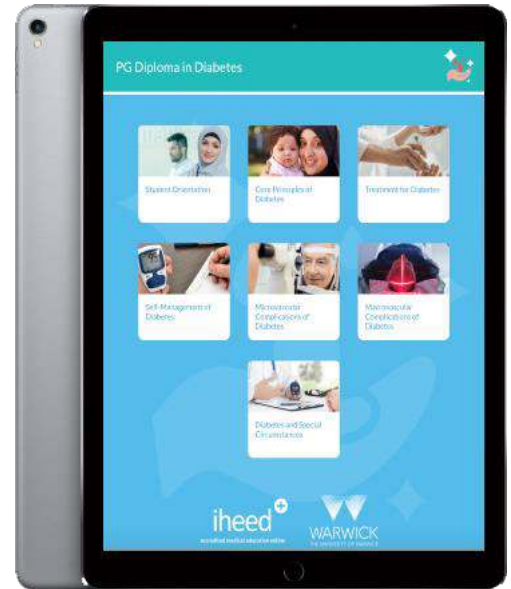
Curriculum Design & Accreditation

1. Work with Director of Academic Affairs, Programme Directors, SMEs and other stakeholders to structure new education programmes to meet market needs.
2. Assist in the preparation of documentation for university accreditation partners
3. Assist in the preparation of documentation for accreditation by local education and health ministries.



Student Recruitment & Administration

1. Take responsibility for the creation and maintenance of accurate student records, in electronic format, including liaison with the Registrar's office of the appropriate accrediting university, student engagement, feedback and submission of course work.
2. Be aware of the implications of the Data Protection, Freedom of Information Acts on the processing of student and tutor data
3. Assist with marketing as and when required to promote increased applications and high retention rates
4. Prepare mid-year and end of year reports on student engagement, retention and academic performance
5. Maintain, update and archive all student files, handbooks and records on a regular basis
6. Set up and maintain a file for students registered for Learning Support and recording instances of individual mitigating circumstances



Assessment

1. Organise the receipt, collation and distribution of all student assignments/projects for marking by internal and external examiners
2. Retain & archive sample set of coursework
3. Act as secretary to designated student issues committees (e.g. mitigation panels) to support effective departmental governance and decision-making, and to ensure that proper records are kept and accurate results are issued.
4. Production of letters and results transcripts to be sent to students
5. Co-ordinate the receipt, collation and distribution of examination papers between IHEED, accrediting University and External examiners

Student Success & Retention

Lead the faculty and programme management team to provide an environment which optimizes students' chance of success on iheed courses through the provision of supportive, student-centred, evidence-based initiatives designed to:

1. Ensure high levels of engagement and connectedness with programmes
2. Identify and support students with academic difficulties
3. Identify and support students struggling to balance academic and occupation / family commitments

This will involve the identification of issues, and proposals for their management, at the earliest stage.

Qualifications & Experience

1. Educated to postgraduate level or above
2. Substantial experience in an education / education administration role
3. Good working knowledge of standard IT systems and databases
4. Experience of working within the Higher Education sector
5. Experience of working in a customer service environment
6. Evidence of effective team working
7. Experience of maintaining clear and accurate records

Skills

1. Strong education and pedagogical skills
2. Excel at managing a diverse and challenging workload, often under time pressure
3. Excellent judgement and problem-solving skills, with a proven ability to creatively solve problems
4. Excellent communication, influencing and interpersonal skills
5. Experience and sensitivity of working with people from a wide range of cultures.
6. Excellent written and oral communication skills, with a high level of accuracy and attention to detail
7. Excellent IT skills including word processing and spreadsheet packages
8. Excellent organisational and time management skills
9. Capacity to manage and prioritise a high workload, often working to tight deadlines

Attributes

1. Capacity for independent working as well as the ability to contribute as an active member of the team
2. Competent, conscientious, and motivated with a methodical approach to work
3. Adaptable and flexible, with the ability to learn new skills quickly
4. Customer focused, with a friendly and helpful attitude

