

iheed: Academic Affairs Department

Postgraduate Programme Coordinator

iheed's vision is to be the recognised global leader in online and blended medical education delivery providing postgraduate programmes directly to doctors, nurses and healthcare professionals to make a real difference to patient care.

About iheed

Established in 2013, iheed is a prestigious, globally recognised, online medical education organisation, built by doctors and healthcare professionals for doctors and healthcare professionals. By partnering with world-leading education institutions, we offer healthcare professionals around the world blended and online postgraduate medical education programmes on the world's most advanced medical education learning platform.

While some of our students are in the UK and Ireland, the majority of our students are based in the Middle East, India, Australia, Malaysia and Japan and the successful candidate will have the opportunity to travel to international workshops in these locations.

Our team are headquartered in Dublin and co-located with Trinity College Dublin's Institute of Population Health in Tallaght. Our HQ has excellent commuter links with very close proximity to the M50 and a Luas stop on our front door.

Right now, we are expanding the number of programmes we offer and are growing the Academic Affairs team to meet this demand. On that basis we are seeking an experienced and enthusiastic educationalist to join our team.

Job Description

In this role, you will be joining a successful team that works closely with top ranked universities to deliver postgraduate medical education programmes to healthcare professionals seeking to upskill and strategically progress their careers.

The successful candidate will work with lecturers to ensure students have a first rate education experience that is efficient, effective and responsive to changing circumstances. This will involve the development of timetables, support of faculty, organisation of face-to-face workshops, online tutorials and assessments.

Central to the role will be the support of our students who are undertaking part-time postgraduate programmes while balancing busy clinical commitments and family responsibilities. The post holder will be in regular contact with students and will require strong organisation and communication skills to work persuasively and tactfully with an international team of tutors and staff.

This is a busy and varied role which requires the post holder to work to tight deadlines on their own initiative.

Skills & Attributes

- Strong education and pedagogical skills
- Excel at managing a diverse and challenging workload, often under time pressure
- Excellent judgement and problem solving skills, with a proven ability to creatively solve problems
- Excellent communication, influencing and interpersonal skills
- Experience and sensitivity of working with people from a wide range of cultures.
- Excellent written and oral communication skills, with a high level of accuracy and attention to detail
- Good IT skills including word processing and spreadsheet packages
- Competent, conscientious and motivated with a methodical approach to work
- Adaptable and flexible, with the ability to learn new skills quickly
- Customer focused, with a friendly and helpful attitude

Key Responsibilities

Programme Management

- Act as a point of contact for students, tutors and other members of the team, dealing with enquiries and providing support
- Work with a team of tutors to ensure the smooth delivery of weekly tutorial sessions
- Manage a set of academic milestones with tutors ensuring material review, assessments and exams are authored and reviewed within agreed timeframes.
- Actively monitor the quality of delivery for each tutor using the agreed review framework ensuring each lecturer is performing to their full potential
- Work with the team to produce core programme information, materials, teaching aids and general handbooks
- Assist with induction events and prepare information packs for incoming students
- Sensitively deal with student requests for learning support and mitigating circumstances
- Prepare programme reports for iheed and accrediting university committees

Student Recruitment & Administration

- Assist with marketing, as and when required, to promote increased applications and high retention rates
- Take responsibility for the maintenance of accurate student records, including liaison with the Registrar's office of the relevant accrediting university
- Be aware of the implications of the Data Protection, Freedom of Information Acts on the processing of student and tutor data
- Prepare mid-year and end of year reports on student engagement, retention and academic performance
- Maintain, update and archive all student files, handbooks and records on a regular basis

Assessment

- Organise the receipt, collation and distribution of student assignments/projects for marking by internal and external examiners

- Co-ordinate the receipt, collation and distribution of examination papers between iheed, accrediting University and External examiners
- Production of letters and results transcripts to be sent to students

The Essentials

1. Educated to degree level or above
2. Experience in an education / education administration role
3. Good working knowledge of standard IT systems
4. Experience of working within the Higher Education sector
5. Evidence of effective team working
6. Experience of maintaining clear and accurate records
7. Flexible and open to change as this role will change and evolve as iheed continues to grow

Why Join Our Team?

- Competitive Salary and benefits package
- Role expansion and growth
- Exposure to world leading online education experts
- Paid vacation and personal time
- Flexible schedule
- Opportunity to travel internationally

How to Apply:

Please send your CV and cover letter to the iheed Director of Academic Affairs, Diarmuid Breathnach diarmuidbreathnach@iheed.org