# Professional Services Job Description

**Job Title:**   Taught Programmes Manager

**Unit/School:**  Cardiff School of Art and Design

**Grade:**      6

**HERA:**       CSHS74

## Core purpose of role

CSAD runs a cross-school integrated model of delivery for its undergraduate and postgraduate taught programmes. The models of delivery require considerable coordination, leadership and clear decision making.

The Taught Programmes Manager is responsible for all Learning and Teaching (L&T) administration associated with the delivery of CSAD programmes. The post-holder will have a key role in the application, interpretation and management of academic regulations and processes.

They take a lead on all administrative matters in relation to the School's Learning and Teaching activities. This includes the defining and delivery of all programme administration requirements, including the collection, management and interpretation of information relevant to learning and teaching within CSAD.

They will lead the administration/management of a number of projects, including workload allocations, student feedback systems, degree shows, open days, recruitment, and week one welcome. They have a key role in the management of CSAD's complex curriculum, managing the systems for Field and Constellation project choices.

The post-holder will enable the work of the School's senior management team, through the provision of high-level business intelligence, and data analysis, on such matters as workload, student feedback, take-up on projects, and the attendance of international students. They will work on a day-to-day basis with the Deputy Dean, Associate Dean Student Engagement, the Heads of Department and the Research Degrees Coordinator. The post-holder works closely with CSAD's Resources Manager and School Resources and Operations Manager to manage taught programmes administration within the School.

## Key responsibilities and contributions

1. Support the management, planning and coordination of L&T operations, including timetabling and student attendance monitoring to ensure a high-quality student experience.
2. Support the management of workload data, and production of analysis and reports, to aid senior management decision making.

3. Responsible for the management of student attendance systems within the School, ensuring compliance with best practice and legislation.
4. Management of CSAD's curriculum, including the complex cross school modules at undergraduate and postgraduate levels. Developing and managing IT and data systems to support the curriculum delivery to ensure a high-quality student experience.
5. Management and administration of assessment processes within the School, including development and implementation of online data systems for formative and summative assessment, and constructing a School wide assessment schedule to improve the organisation and management across the School.
6. Key role in provision of training and advice on academic procedures, and compliance to support student facing academic teams in their work.
7. Management of the School's mitigating circumstances processes and the production of reports analysing key information and trends to assist senior management in addressing issues around retention and engagement.
8. Coordinate quality assurance processes, including Programme Enhancement Plans (PEPs), module design and planning, and assessment ensuring compliance with relevant procedures and processes.
9. Provide business intelligence and inform senior School management on L&T matters, such as enrolments, pass rates, attrition rates.
10. Be a champion for the Virtual Learning Environment (VLE) and the Student System providing training and advice to academic teams to develop good practice across the School.
11. Coordinate School wide events such as the summer and masters shows, and other key public events contributing to the University's civic engagement strategy.
12. Key role in management of School recruitment activities, including interview and applicant days to support academic programmes in achieving their recruitment targets.
13. Liaison with School internal and external stakeholders, including central units.
14. Responsible for key communication systems for the School, including development and management of staff and student communication platforms in support of a high-quality student experience.
15. Collect and analyse the School's recruitment data relating to applications, interviews, and offers, and advise school management in the development of recruitment strategies.
16. Liaison with collaborative provision partners on the delivery of partner programmes and ensuring full compliance with academic regulations.
17. Coordination and servicing of key School L&T committees/meetings as required.

**Person specification**

**Essential qualifications / Professional memberships**

1. A degree or equivalent experience

**Essential experience, knowledge and skills**

1. Knowledge and understanding of the Higher Education environment

2. Knowledge and understanding of Higher Education academic processes, regulations, and quality assurance procedures

3. Knowledge and understanding of Data Protection / GDPR regulations and processes

4. Excellent interpersonal skills, with the ability to negotiate outcomes and influence the decisions of others

5. Highly developed IT skills, including the use of Microsoft Office, and an ability to extract and manipulate data from databases

6. Excellent project management skills

7. Ability to work under pressure and a flexible, pro-active approach together with strong time management skills

8. Ability to prioritise own work and to work independently on projects, as well as part of a team

9. Relevant experience in the Higher Education sector

10. Experience of using, interpreting and manipulating complex data systems

11. Experience of office administration, and setting up record management systems

12. A commitment to equality and diversity

**Desirable**

1. Qualification in relevant area such as administration, education, marketing or business studies

2. Knowledge of the higher education Art & Design sector

3. Experience of line management

**Welsh skill requirements**
Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: Welsh language skills levels. If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

| Language level and general descriptor | Listening | Reading | Speaking | Writing |
|---|---|---|---|---|
| **A1 – Beginner** Can understand and use familiar everyday expressions and very basic phrases in Welsh. | | | | |
| **A2 - Basic user** Can deal with simple, straightforward information and communicate in basic Welsh. | | | | |
| **B1 - Intermediate user** Can communicate, to a limited level, in Welsh about things that are familiar and/or work related. | | | | |
| **B2 - Upper intermediate user** Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker. | | | | |
| **C1 - Fluent user** Can communicate fluently in Welsh. | Desirable | Desirable | Desirable | Desirable |
| **C2 - Master user** Can communicate fluently on complex and specialist matters in Welsh. | | | | |

**Disclosure & Barring Service requirements**

This post does not require a DBS check.

**Supporting information**
The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal

behaviour and conduct on the University, students, colleagues, business stakeholders and our community.  Each employee must demonstrate adherence to our Code of Professional Conduct.  In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.