Prifysgol Abertawe
Swansea University

ACADEMIC QUALITY AND PROGRAMME DEVELOPMENT LEAD

Faculty:	FHSS
Job Title:	Academic Quality and Programme Development Lead
Department/Subject:	Faculty wide role
Salary:	Grade 8 salary scale
Hours of work:	Full Time, 35 hours per week. Applications for part-time or job-sharing arrangements will be considered. The post holder will be expected to work flexibly as necessary in order to fulfil the duties and responsibilities of the post.
Contract:	Fixed term
Location:	This position will be based at Singleton/Bay Campuses as required. As a result of the pandemic the role-holder may be asked to currently work remotely. In the longer term the role will allow for some flexibility, with a mixture of on-campus and remote working.

Introduction	To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.

The creation of three faculties at Swansea University in 2020 was a key platform to drive further success for the university over the next decade. This role represents an exciting opportunity for you to use your skills and experience to make a real difference to the outcomes and success of the faculties in one of our core teams.

Swansea University is characterised by the distinct values, culture and behaviours that lie at our core and underpin the key pillars of our university as outlined in the University's vision and purpose.

This position will be based in the Education and Student Experience team. Consistent structures and roles have been created across all three faculties, to aid collaborative working and innovation to enable excellence in outcomes, delivery and support.

Colleagues will be assigned to a faculty at appointment. However, the post holder may be asked to work in another faculty or area of the university as and when required to aid organisational resilience and staff development. |
| **Background information** | The Academic Quality and Programme Development Lead will work with the Academic Quality and Assessment Manager to deliver a high-quality service coordinating, leading and delivering professional support and management services.

The post holder will deliver the highest levels of excellence in professional operational leadership in the following functions:

➢ **Quality Assurance** and Enhancement- enhancement-focused approach to the assurance of academic regulations and quality standards for all programmes, activities and processes across the Faculty. Including management of processes and approvals/reviews for all professional, statutory and regulatory bodies connected to the Faculty.
➢ **Programme Development –** In partnership with key stakeholders, support the process of development, enhancement and review of all programmes and associated implementation.
Academic Planning – Responsibility for preparation and planning according to the academic cycle and external requirements to meet key deadlines. Management of workload, resources |

and training to support the flow of work will be essential. Noting dependencies across inter-faculty teams the postholder will be expected to co-ordinate tasks and lead communications at Faculty and University level.

The post holder is responsible for ensuring all the professional service delivery activities within the Academic Quality and Assessment Team within the Faculty are led and managed in accordance with all University regulations, ordinances, policies and procedures, governance and constitutional frameworks.

The Academic Quality and Programme Development Lead will constantly strive to improve performance and added value of professional services, with accountability for enabling policy and process improvements and utilising management information to drive efficiencies and synergies in this area of the Faculty.

The Academic Quality and Programme Development Lead will develop the professional service support appropriately, aligned to the specialisms in the Faculty within which they are based and will be a key leader within the Faculty Education and Student Experience team driving and sustaining the highest levels of excellence in professional operational leadership.

This highly rewarding role will suit applicants who are highly organised, meticulous with a focus on detail and accuracy. Applicants should enjoy planning and working collaboratively with academic staff and other stakeholders to ensure the very highest standards of quality are met within all degree programmes within the Faculty.

Main Purpose of Post	The Academic Quality and Programme Development Lead will: 1. Report to the Academic Quality and Assessment Manager and deputise for them when required and work collaboratively with the other leaders and senior managers within the Education and Student Experience team towards shared goals. 2. Work closely with the equivalent leads in the other Faculties to ensure a consistent and best practice approach is adopted across the Academic Quality Teams and processes. 3. Lead and line manage the Academic Quality Team, conducting personal development reviews and carrying out monthly review meetings, whilst being responsible for implementing an outcome-focused approach, and motivating, developing and empowering the team to provide creative and innovative solutions whilst providing excellent customer service. 4. To have a comprehensive knowledge of university regulations, policies and procedures relating to all areas of quality assurance and enhancement. 5. Provide advice and guidance to staff and students where required on academic regulations and procedures. 6. To manage provision of formal committee servicing related to learning and teaching at School and Faculty level to include Boards of Study and associated working groups. Record and report details of professional body accreditations/recognition and how they are applied to each programme for central audit and marketing purposes. Support Academic leads to maintain existing professional body accreditations and associated reporting requirements and the application for new accreditation. 7. Manage the process of bringing new programmes to fruition to include development and implementation. 8. Support the completion of continuous review processes such as module review, annual programme reviews, quality review, external examiner responses and PSRB annual and periodic reports. 9. Be responsible for module and programme maintenance, the monitoring and processing of new modules, programme rules and pathways.

	10. Lead on the production of all relevant handbooks and guides across all media at Faculty level and be responsible for the accuracy of data contained therein. 11. Prepare and deliver training and workshops related to quality assurance and enhancement, academic planning and student cases. 12. Manage student cases processes to include fitness to practise, student disciplinary, complaints and appeals. 13. Lead on the development of service user engagement and activities across the Faculty. 14. Review and maintain a range of administrative processes and procedural documentation relevant to the role of the team, ensuring that practices and processes are fully compliant with University regulations and procedures at all times, and comply with QAA and CMA requirements. 15. To provide expert advice, support and guidance to staff, students and key stakeholders across the range of work areas within the Faculty in line with changes in internal and external requirements. 16. Use and interpret data creatively to support new concepts and ideas, promoting effective practice and drafting persuasive cases for change. 17. Provide management information reports in association with set targets relating to academic quality. 18. To contribute to a culture of change and continuous service improvement within the Faculty.
General Duties	➢ To fully engage with the University's Performance Enabling and Welsh Language Policies ➢ To promote equality and diversity in working practices and to maintain positive working relationships. ➢ To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. ➢ Any other duties as directed by the Faculty Leadership Team or their nominated representative expected within the grade definition. ➢ To ensure that risk management is an integral part of any decision making process, by ensuring compliance with the University's Risk Management Policy
Leadership Values	All Professional Services areas at Swansea University operate to a defined set of Core Values: Professional services values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. In addition you will operate to a defined set of Leadership Values: **We are Professional** We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance. **We Work Together** We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the "big picture" and harnessing ideas and opportunities to achieve the University's vision. **We care** We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motive and

	inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.

Person Specification	**Essential Criteria:**
	
	Leadership Values:
	1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.
	2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge.
	3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.
	
	Qualifications
	
	    1. Degree (or equivalent qualification) or comparable knowledge gained through wide leadership and management experience.
	
	Role specific skills, knowledge and experience
	
	    1. Clear understanding and knowledge of the University quality policies and procedures to enable effective leadership of this function for the Faculty or clear evidence of transferable skills.
	    2. Evidence of managing assurance, audits, reviews and collating large volumes of information and presenting it in a structured, detailed and accurate format.
	
	Overall skills, knowledge and experience
	
	    1. Experience in the functions outlined within the job specification from a task and management perspective or equivalent experience with clear transferable skills and knowledge.
	    2. Evidence of creating and successful delivery of operational plans, including developing mechanisms to gather data to evaluate work and to monitor performance and success.
	    3. Strong self and team motivator to achieve against targets and key performance indicators.
	    4. Experience of developing new systems/processes and ways of working for a team and areas of work to enable continuous service improvement.
	    5. Experience in leading, managing and motivating a high performing team including detailed annual task and schedule planning to fit with stringent deadlines within the academic calendar and service delivery imperatives.
	    6. Experience of evaluating work and assessing risks and benefits to inform future directions and decision making.
	    7. Experience of taking a creative approach to problem solving and responding flexibly to challenging situations.
	    8. Excellent communication skills, verbal and written, and ability to present coherent arguments to achieve the desired outcome.
	    9. Strong inter-personal skills, with the ability to develop effective working relationships with all levels of staff.
	    10. Excellent presentation skills to communicate effectively and to confidently manage and chair meetings.
	    11. Knowledge of, or evidence of the ability to gain knowledge of, relevant job function or sector information and trends relevant to this position.

	12. Highly developed IT skills **Welsh Language** This role requires Level 1 Welsh Language – 'a little' (you do not need to be able to speak any Welsh to apply for this role) e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use or learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course. For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](#). **Desirable criteria:** 1. Postgraduate or relevant professional qualifications
Additional Information	This job description was created April 2021