Aston University
BIRMINGHAM UK

Program Operation Manager (Internal Only)

OPPORTUNITY
Where change gets real.

Reference: 0611-24

Grade: 8

Salary: £37,999 to £45,163, per annum, depending on experience

Contact Type: Permanent

Basis: Full time

Job description

Job Purpose:

You will manage the operational aspects of programme operations ensuring that all operations deliver an outstanding customer experience. You will support the Assistant Registrar (Programme Operations) in defining standard operating procedures and delivering processes and procedures within programme operations. You will liaise with a variety of external and internal stakeholders to ensure that the design and delivery of programme operations is in line with University policy, regulation and the needs of customers both staff and students. The role holder will also ensure that all operations within this area reflect the appropriate standards in relation to any professional, statutory and regulatory body (PSRB) standards or other external bodies as appropriate. You will take the lead in ensuring that the area to which you are assigned has programme operations delivered which support a seamless student journey.

The postholder will be a member of the leadership team within the Programme Operations area. During a period of transition Level 8 managers will act as *facilitators of change.* In practice this means understanding the purpose for the change, promoting its goals and helping your teammates through the change process.

There will be opportunities in this role to contribute to ensure that the sub-structure of the team is fit for purpose. You may be asked to contribute to thinking on the formation of teams that proportionately reflect each and all types of programme management and its stakeholders. The post-holder will bring their expertise to advise on the iterations.

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department.

Regular interaction on campus is an expectation of these roles in line with academic and service needs and the requirements of the role. To be agreed with the Academic Registrar.

Responsible to: Assistant Registrar (Programme Operations)

Direct Reports: Programme Operations Officers

Main duties and responsibilities

- ► Assist the Assistant Registrar (Programme Operations) with the development and implementation of programme operations ensuring that they align to the University strategy and support a seamless student journey.

- ► To be the Programme Operations lead assigned to an area as determined by the Assistant Registrar (Programme Operations) and ensure that the needs for programme operations for that area are met.

- ► To work closely with other Programme Operations Managers assigned to other areas to ensure consistency across process and procedures but also to reflect variations to the service where there is a specific need and where this has been agreed by the Assistant Registrar (Programme Operations)

- ► To manage the day-to-day operation and delivery of programme operations including line management of programme operations officers.

- ► To ensure that delivery of programme operations is adapted to suit all modes of delivery and supports omni-channel delivery.

- To collaborate with other members of the Academic Registry to ensure a seamless student journey.

- To ensure that all programme operations are delivered across the academic year, including but not limited to module diets, module selection, module changes, personal/placement tutor allocations and grouping of students.

- To maintain and embed excellent customer service standards. To ensure that the customer experience for all internal and external stakeholders, is positive and the student journey is supported at all stages .

- To ensure that the programme operations team you lead are implementing standard operating procedures for all activity relating to programme operations. To monitor and review these operations regularly to ensure they meet the needs of all service users and that process improvement is embedded.

- Interpret, and provide information, specialist advice and guidance in relation to programme management.

- To ensure that key performance indicators for the area of operation ensuring that service standards for all customers are met.

- Work closely with senior managers, academic staff and other internal/external stakeholders to understand, advise and drive processes in programme operations to ensure they reflect appropriate programme regulations, University regulations and policy and any professional, statutory and regulatory body standards and expectations.

- To manage the delivery of all programme arrangements, ensuring robust and effective planning of module and programme delivery.

- To oversee the day-to-day implementation of all programme operation procedures, ensuring adherence to the regulations, policy and best practice and provide direct line management to programme operations officers.

- Manage programme operations to ensure that where relevant the provision of information to students via the VLE or through any other medium is planned for and scheduled accordingly.

- Ensure that all records for modules and programmes in the student records system are set up by your teams in line with approved information as provided by Academic Quality. In addition to ensuring that any reporting or data requirements for external bodies or professional, statutory and regulatory bodies are met.

- Collaborate with colleagues in Timetabling and Scheduling to ensure that students are grouped appropriately within a timely manner.

- Ensure that programme operations are structured so that the service is able to meet the needs of students with additional needs.

- To oversee the day-to-day implementation of programme operations, to ensure there is consistency and compliance with and awareness of up-to date academic standards and regulations in the operations of modules, programme and student records.

- To provide support and guidance regarding issues referred to your area of operations, in a timely and professional manner. For example, complaints and referrals relating to the OIAHE.

- Carry out regular reviews of programme operations related systems and processes with a view to streamlining where possible and ensuring maximum efficiency and effectiveness.

- At the request of the Assistant Registrar (Programme Operations) to direct resource to support other service areas within Academic Registry at peak times for example for events or for servicing committees to ensure the Academic Registry delivers a seamless student journey.

- ▶ Support staff within your area of responsibility, ensuring adequate induction, training and professional development is in place together with enforcing all basic management and HR practice. This includes the recruitment and selection process of posts within the area.

- ▶ At the request of the Assistant Registrar (Programme Operations) to lead and support projects aligned to programme operations and represent the area at relevant committees, meetings and events.

- ▶ To undertake general duties required of all Academic Registry staff, including involvement in degree congregations, enrolment and re-enrolment of students.

- ▶ Any other reasonable duties that may be delegated consistent with the nature and grading of the post.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.

- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.

- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust

- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

- ▶ Be a lead champion for Health and Safety roles within their area of operation.

Person specification

	Essential	Method of assessment
Education and qualifications	• Education to a graduate level or equivalent experience.	Application form.
Experience	• Experience of managing and delivering programme administration, student support or programme operations or examinations in Higher Education. • Experience of developing and managing systems and processes in relation to programme support. • Experience of providing advice and guidance in relation to regulations, policies and procedures. • Experience of managing processes and operations within a student records system.	Application form and interview.
Aptitude and skills	• Ability to ensure that key performance indicators and service standards are met. • Excellent communication and interpersonal skills. • Ability to plan at a strategic level. • Excellent organisational and planning skills and the ability to manage the needs of multiple stakeholders. • Ability to manage multiple deadlines. • Excellent analytical and problem solving skills.	Application form and interview.

	Desirable	Method of assessment
Education and qualifications	• Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development.	Application form.
Experience	• Evidence of Sector networking, and examples of actions taken as a result. • Experienced of preparing high quality reports for a senior audience. • Significant experience of Tribal SITS.	Application form and interview.

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours

Innovation
We strive for excellence within ourselves and others, providing solutions to new and existing challenges.

Collaboration
We work best when we are collaborative, working together to contribute to the Aston community.

Ambition
We strive together for improvement and innovation looking ahead to see the bigger picture.

Inclusion
We treat everyone in our community equally and how they would like to be treated.

Integrity
We are open, honest and fair. We take ownership of the way we work and how we treat each other.

How to apply

You can apply for this role online via our website https://www2.aston.ac.uk/staff-public/hr/jobs.

Applications should be submitted by 23.59pm on the advertised closing date.
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Hayley Holdcroft
Job Title: Assistant Registrar Programme Operation Chief Student Officer
Email: h.holdcroft@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:
Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website https://www2.aston.ac.uk/staff-public/hr for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index

Benefits: [Benefits and Rewards | Aston University](https://www2.aston.ac.uk/birmingham)

Working in Birmingham: https://www2.aston.ac.uk/birmingham

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres https://www.gov.uk/tier-2-general

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, <u>but</u> do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS):
If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

Before you start and Right to Work

90-day entry vignette
If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents
There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities
Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its

Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection
Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at https://www2.aston.ac.uk/data-protection. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.
Full details of our terms and conditions of service and associated policies and procedures are available online at https://www2.aston.ac.uk/staff-public/hr/policies

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