

## Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Faculty of Business and law
School/Department	Accounting, Finance and Banking
Team	Accounting and Finance
Job Title	Programme Support Tutor
Grade	7
Hours of Work	35
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Head of Department via nominated line manager
Responsible For (Job Title)	N/A

Principal Accountabilities
<p>The post holder will provide administrative support to the Head of Department/ Deputy Heads/ Programme and Unit Leaders. This will include support with admissions, timetabling, programme calendars and assessment submission dates, resolving scheduling issues and developing programme set up in relation to university systems. In addition, the candidate will provide operational support with engagement monitoring, student project admin and organising learning resources, support the development and operation of online programmes, and provide ad hoc teaching cover for staff absence.</p>

Key Tasks
<p><b>Programme Support</b></p> <p>Assist in appropriate pre-entry, recruitment, selection and admissions activities (including Open Days and Visit Days) in order to promote the Department and gain a better understanding of student needs/expectations. Assist Programme Coordinators and Associate Heads in timetable operation.</p> <p>Assist Programme Coordinators and Associate Heads in developing an effective schedule of activities based on the academic calendar.</p>

Attend Faculty, Department and Programme meetings/boards, as required, in order to contribute to the decision-making process and to develop productive working relationships within and across teams.

Contribute to the development of Departmental strategies.

### ***Teaching & Learning Support***

Support the development of learning resources and teaching materials, including the development of exam questions, as directed by senior academic staff, to meet course frameworks and learning outcomes.

Support the review and adaptation of module and unit content in response to student feedback, with a view to improving student progression and retention.

Support programme teams to quickly and effectively manage alternative arrangements due to staff absence in order to maintain a positive student experience.

When delivering teaching, to use a variety of creative learning and teaching methods/materials (e.g. web-based and blended learning), following the advice of the lead academic, challenge ideas, foster debate, and encourage students to develop skills in critical discourse and rational thinking.

Help students to interpret assessment briefs and prepare for examinations and support assessment grading as required. Review feedback and solutions with students and signpost appropriate sources of additional training in transferrable skills.

### ***Service Enhancement***

Analyse data on attendance and performance, and use this to plan appropriate interventions to enhance student engagement, retention, performance and progression.

Produce detailed analytical reports, for example on progression and performance for Programme Leaders, Programme Committees and Heads of Department.

### ***Student Support***

Assist with the planning and delivery of induction programmes and on-going induction to support students' transition to HE.

Co-ordinate student events, as required, ensuring the effective use of time and resources. Initiate projects in line with identified needs of the department.

Provide informal support and advice to students in accordance with existing procedures, referring them to appropriate services for further guidance.

Support and supervise the work of students, provide advice on study skills and individual needs.

### ***Team Working***

Maintain good working relationships and participate in networks with the University's Student Services units, Programme admin team, Management Services, Student Union Services, Library, IT Services to create a vibrant partnership between the Faculty, its students and student support services.

Support staff in resolving facility/service and learning environment issues by ensuring that timetabling, learning resource and other issues are resolved quickly and reported for action, thereby facilitating the University's ability to deliver high quality teaching experiences.

## Special Features

The post holder will work closely with the Associate Heads and Programme Coordinators to support the efficient and effective operation of the Department. A flexible approach to working will be required.

The post may require some evening and Saturday work in order to deliver events such as recruitment fairs. This will be agreed in advance with the manager and appropriate recompense will be made.

## Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

## Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

### Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Ability to convey complex information, clearly, both orally and in writing.	E
		1.2	Ability to devise creative solutions, which meet the requirement of existing programme frameworks.	D
		1.3	Ability to work independently and as part of a team in order to deliver individual and team objectives.	E
		1.4	Ability to provide appropriate support to programme coordinators.	E
		1.5	Ability to use initiative, creativity and judgement to respond appropriately to programme issues that may impact on the student experience.	E
2	General & Specialist Knowledge	2.1	Possess sufficient breadth and/or depth of specialist knowledge to work within established programmes.	D
		2.2	Knowledge and understanding of the current practices in a relevant Departmental field.	D
		2.3	Knowledge of Moodle (or similar package) and/or use of web based learning methods.	D
		2.4	Knowledge of University systems and processes.	E
3	Education & Training	3.1	A degree or equivalent qualification.	E
		3.2	Evidence of continuous professional development.	E
		3.3	A higher degree/postgraduate qualification or equivalent in a relevant subject area.	D

4	Relevant Experience	4.1	Experience of providing administrative support for programmes.	E
		4.2	Experience of teaching, which should include: <ul style="list-style-type: none"><li>challenging ideas, fostering debate and encouraging students to develop skills in critical discourse and rational thinking.</li><li>developing appropriate assessments.</li><li>supervising the work of students, providing support and feedback.</li><li>assessing students against professional standards.</li><li>providing pastoral support.</li></ul>	D
		4.3	Experience of providing advice and guidance to students.	D
		4.4	Experience of scheduling activities in a HE environment.	D
5	Special Requirements	5.1	A willingness and ability to travel to fulfil the duties of the post.	E
		5.2	Commitment to providing a high standard of customer service	E
		5.3	Willingness to undertake training to enhance skills and knowledge.	E
		5.4	Evidence of a commitment to Equal Opportunities.	E
Date of Revision			November 2020	