

JOB DESCRIPTION

Job title:	Collaborative Provision Projects Officer
Grade:	This post has been evaluated at Grade 5
Responsible to:	Head of Quality Assurance and Enhancement
Date:	October 2014

Job purpose

This role is concerned with project managing the development implementation and review of student administration systems, processes and procedures for collaborative provision. A key aspect of this role will be to lead in developing the student administration-related aspects of new projects with external providers, provide advice and guidance to a range of stakeholders, both internal and external, on quality assurance requirements and to develop robust mechanisms for ensuring the 'collaborative health' of prospective and current partnerships. The post-holder is also required to lead and/or assist in the delivery of other internal projects, as required from time to time.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University's arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Main duties and responsibilities

1. Project manage specific initiatives, partnerships and external collaborations on behalf of Student Administration.
2. Prepare and develop complex project plans in liaison with University staff, project teams, partner institutions and external bodies. This will involve:
 - a. setting project objectives and milestones;
 - b. identifying responsibility for meeting agreed objectives;

- c. producing costings for new processes and systems in line with the project plan, and present these costings to key stakeholders.
 - d. participating in collaborative decisions regarding new purchases arising from the project plan.
3. Provide a central focus for collaborative partnership working across the University, leading and developing institutional procedures and guidelines in line with the *UK Quality Code for Higher Education* and maintaining an overview of current and planned collaborative developments across the University.
 4. Project manage the development of new policies, regulations and procedures to ensure the successful implementation of project objectives.
 5. Explain new systems and processes agreed at the implementation stage of the project and coach staff members in implementing new systems and processes.
 6. Monitor project milestones and report on any issues that may affect deliverables to the Head of Quality Assurance & Enhancement and/or senior management.
 7. Act as principal advisor for collaborative proposals, evaluating level of risk and producing detailed reports for undertaking academic due diligence and providing guidance to senior management, partnership sponsors/course development teams, and CPC accordingly.
 8. Manage and provide administrative support for the approval schedule and on-going monitoring and review of collaborative partnerships; and initiate the timely review and re-approval process thereof.
 9. Maintain a detailed and accurate institutional register of collaborative provision and associated library of agreements including Memoranda of Understanding, Memoranda of Agreement and course-level Operations Handbooks in preparation for internal and external audit, e.g. QAA.
 10. Act as a central conduit for information to, from and across collaborative partners, in relation to procedural compliance and the receipt of monitoring and review reports and advise and report on compliance and non-compliance with extant University policies, regulations and procedures.
 11. Manage and ensure effective liaison and communications between multiple stakeholders and produce information and reports to inform both internal and external stakeholders.
 12. Monitor collaborative provision themes and issues across the HE sector, and advise the University on trends, developments and good practice.
 13. Undertake additional project related activities within Student Administration as required.

14. Act as Committee Secretary to designated committees; generate agendas and other papers, collate and dispatch papers, attend meetings as Committee Secretary, record and produce minutes; take forward action in agreement with the Chair, follow-up and feedback to Chair; act in an advisory capacity to committees providing professional input and range of options to committee
15. If required, take delegated responsibility for part of the Student Administration budget.
16. Work proactively with the Student Administration teams within the University, and with a range of other University departments including Student Support, Finance, IT (to ensure adequate systems support), Educational Technology, and other departments within the University as required.

General duties and responsibilities

17. To work within and actively support the equality and diversity policies and practices of Falmouth University.
18. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
19. To participate in the annual Performance Development Review process.
20. To ensure that the university's cross-cutting themes of partnership, equality and diversity and sustainability inform all activity related to the role.
21. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
22. To work within a framework of effective governance, ensuring compliance with relevant regulations, legislation/policies and procedures.
23. To be responsible for your own continuing self-development.
24. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.

25. Health & safety requirements

In relation to health and safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.

- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

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Attributes	Essential requirements	Desirable requirements
Education and qualifications	Foundation degree / HND or equivalent education / experience	Undergraduate Degree Management qualification Project management related qualification AUA Postgraduate Certificate ECDL or equivalent qualification
Experience and knowledge	Significant experience of initiating and completing projects demonstrated through the use of project management techniques Project leadership – as senior business user or project manager Proven experience in higher education administration including report writing Previous experience of managing and facilitating meetings Sound knowledge of, or experience in, a Higher Education environment Good understanding of the work of quality assurance and enhancement Proficient user of MS Office applications. (Word, Excel, Powerpoint and Outlook)	Experience of collaborative provision Experience with SITS:Vision and e:Vision Experience with Sharepoint Knowledge and understanding of student administrative processes
Skills and personal requirements	The ability to project manage, and to juggle multiple activities. Excellent general administrative and	

	<p>organisational skills.</p> <p>Good oral communication and written/electronic communication skills with the ability to receive, understand and convey information in a clear and accurate manner ;using tact and diplomacy where required</p> <p>Ability to provide timely, well-structured reports.</p> <p>The ability to prioritise workload in a busy office environment and to be able to work unsupervised and on own initiative as well as to work collaboratively as part of the wider University.</p> <p>Analytical skills, including the ability to evaluate and synthesise information in reports</p> <p>Ability to use initiative and creativity to resolve problems</p> <p>Good interpersonal and team working skills, enabling effective working with colleagues and external contacts</p> <p>Demonstrate confidence in dealing with senior University staff and senior stakeholders in partner organisations.</p> <p>Commitment to maintaining high standards of customer service within a busy working environment</p> <p>A thorough approach to work and attention to detail,</p> <p>A good understanding of confidentiality, data protection and safe record keeping</p> <p>A willingness to undertake further training</p> <p>May require overseas travel.</p>	
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