

Curriculum Management Support Coordinator

School Support Service



ROLE DESCRIPTION

GRADE

Grade 4

LOCATION

Sighthill, with travel required to other campuses

LINE MANAGER

Curriculum Management Business Lead

ROLE SUMMARY

The University's curriculum is fundamental to everything we do from a learning and teaching perspective. It determines the effectiveness of Edinburgh Napier's offering, from the design and development of all the courses we run, through to their delivery, resource allocation and assessment. Managing the curriculum is therefore crucial in delivering a great experience for our students, colleagues, and stakeholders.

Our new approach to Curriculum Management will improve the way our curriculum lifecycle is managed, with supporting collaborative processes, better records management and governance, and an enabling supportive system

In the context of this role, Curriculum Management refers to the system, processes, workflows, activities, and services and not simply a software package.

The new support officer will:

- Support the Curriculum Management Business Lead by operationalizing plans to meet operational needs for most aspects of CM activities.
- Create, develop and provide training and support for Curriculum management processes and system.
- Work constructively and collaboratively with colleagues across all university departments to ensure coherent and effective support and training to users of the curriculum management system.
- Ensure academic voice is taken into account in developing support for the curriculum management system

LINE MANAGEMENT RESPONSIBILITY FOR:

None.

MAIN DUTIES AND RESPONSIBILITIES

- Support relationships with all teams that support the end-to-end Curriculum Management processes. Support processes to ensure they are embedded, operating efficiently and meeting standards required, resolving any issues with operational and support teams.
- Create, develop, and provide training and support for Curriculum Management processes and system, taking account of users' needs.
- Support engagement with the CM system through requirements gathering, design and delivery of reporting to support operational, strategic, and ad-hoc requirements.
- Maintain and develop appropriate resources that support staff with all Curriculum Management processes and procedures, including links to integrated university processes.
- Working with the Curriculum Management Business Manager to support the Head of Quality and Enhancement to ensure alignment of the CM system with the Quality Framework (or equivalent) and Curriculum Enhancement Framework (Enhance).
- Working with the Curriculum Management Business Lead support the School Support Service team to ensure Curriculum Management processes are operated and supported effectively
- Working with the Curriculum Management Business Lead, support the University Leadership Team to support the implementation of curriculum related University strategy and operational plans.
- Join or support appropriate university committees, working groups and informal forums to aid support planning and delivery.
- Work with the System Administrator (IS) and the Curriculum Management Business Lead to support operation, maintenance, upgrades, and developments are aligned with business needs.
- Support relationship with our system supplier ensuring the system is updated, new functionality is considered, and impacts are assessed.
- Engage fully in any training and staff development identified as being appropriate for the post-holder (through myContribution), to ensure ongoing professional and personal development
- Demonstrate the University's values and behaviours and contribute actively to the development of an environment where colleagues feel proud, confident, challenged, and supported; acting with respect and integrity at all times.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes, and policies e.g. Data Protection, Information Security and Records Management.
- Undertake any other relevant duties/responsibilities as requested by the Curriculum Management Business Lead and Academic Registrar

PERSON SPECIFICATION

| ESSENTIAL | DESIRABLE |
|---|---|
| <p>Education/Qualifications Educated to degree level or equivalent relevant experience.</p> <p>Candidates with other qualifications may be considered if their experience is particularly relevant.</p> | <p>Business Administration / Business analysis / / Lean / Six Sigma Qualification.</p> |
| <p>Experience</p> <p>Demonstrable experience of organising efficient and effective support to a business function.</p> <p>Experience of enhancing and developing services to meet users' changing needs.</p> <p>Experience and detailed Understanding of Curriculum Data.</p> <p>Experience developing reports that support operation, management or strategic requirements.</p> <p>Experience and detailed Understanding of higher education systems.</p> <p>Experience of delivering detailed quality business analysis outputs to defined timescales.</p> <p>Experience communicating outputs to a wide variety of stakeholders.</p> <p>Experience of developing and delivering training.</p> | <p>Experience of working in a Further/Higher Education setting, or a similar customer service focussed industry.</p> <p>Experience of working with a Curriculum Management System.</p> <p>Experience working with SITS student records system/Moodle.</p> |
| <p>Skills/Personal Requirements Analytical thinker, ability to understand complex processes and system solutions</p> <p>Good written and oral communication skills combined with the ability to communicate and advise staff at all levels</p> <p>Excellent IT skills including good working knowledge of the Microsoft Office packages, specifically Word/Excel/PowerPoint/Visio</p> | <p>A robust and resilient individual able to work under pressure.</p> <p>An adaptable and flexible individual who copes well with change.</p> |



ESSENTIAL

DESIRABLE

Ability to work as part of a team and on own initiative to work deadlines.

A motivated individual with completer-finisher attributes.

Ability both to work in teams and independently.

Ability to work within pre-determined guidelines and frameworks.

Ability to prioritise work of self and within a team to ensure key deliverables are achieved on time and to required standards.