

## Deputy Centre Director

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Job Title:	Deputy Centre Director
Reports to:	Centre Director
Location:	<b>ONCAMPUS</b> Coventry

### The Company

**ONCAMPUS** provides high quality pathway programmes to prepare international students for undergraduate and postgraduate study at the world's leading universities. Our pathways offer guaranteed progression to over 500 degrees at our partner universities, and since 2008, **ONCAMPUS** has helped more than 4,000 students progress to the best universities in the UK, USA and Europe.

### Job Overview

This senior post will work closely with Centre Director on a day to day basis, supporting the Centre Leadership Team. The role has a specific focus on maintaining the highest quality learning environment and student outcomes for ONCAMPUS students to succeed ensuring the Centre is meeting its specific progression target to Coventry University. The post is accountable for the following areas: effective curriculum planning to ensure an efficient and balanced student and staff timetable, while delivering to budget; effective management of assessment processes to ensure quality processes are in place, maintained, reviewed and improved; close tracking of student performance and ensuring all students at risk are supported by the Learning & Teaching Team; close monitoring of student attendance and following up according to attendance policy; ensuring that all sponsor students are closely tracked for academic performance and attendance and communication to sponsors is timely; to lead on response to student behavioural issues according to the centre policy and escalate where necessary; the post holder will deputise for the Centre Director when required and cover Head of Learning and Teaching during periods of absence.

### Job Description

The following section outlines a more detailed, but not exhaustive, description of the duties pertinent to this post.

### Key Responsibilities

#### **Ensuring the highest quality learning environment, maximising progression while ensuring efficient use of resources**

- With the Senior Team, ensure that all aspects under QAA and OfS are followed and the Centre is making commendable progress at each review
- Supporting the Head of Learning and Teaching to ensure teaching within the programmes are delivered to the highest standards
- To ensure all central policies and processes are followed according to the Academic Central Quality Manual, Operations Manual and ONCAMPUS UK/EU Standards
- To lead continuous improvement across all programmes delivered in Centre
- To manage budgets delegated by the Centre Director in line with ONCAMPUS financial policy
- To organise and participate in appropriate programme support duties as determined by the Centre Director, such duties to include but not limited to academic counselling, communication with Students'

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parents, providing advice to students and others in respect of progression to study and living in the UK, including appropriate social development guidance

- Oversee the Academic and Attendance warning systems, supporting the Head of Learning and Teaching, Head of Welfare and Accommodation
- Set ambitious agenda for student outcomes
- Ensure the highest pass (at least 80%) and progression rates to CU

### Curriculum Planning/Timetabling

- Strategic oversight for and to work closely with the Head of Learning and Teaching, Course Leaders and timetabler to ensure that curriculum plans and timetables are effectively planned well in advance and within budget and:
  - Timetables are balanced for both staff and students
  - Rooms are fully utilised
  - Students are fully compliant for number of teaching hours
  - Salaried staff are fully deployed
  - Budget targets are met
  - Staff are allocated to teach in their areas of expertise
- To ensure that changes to the timetable are communicated effectively and in good time

### Management of Assessment Processes

- Strategic oversight of Assessment Processes
- To lead and manage all aspects of assessment ensuring:
  - Dates for marking and moderation are fully adhered to
  - Quality of marking is scrutinised
  - Academic offences are dealt with and responded to appropriately, and be involved in policy improvement
- To work with the Head of Learning and Teaching to ensure assessment samples are provided to the External Examiners in a timely manner
- To contribute to (including cover teaching) the day-to-day delivery of the programmes offered in the Centre
- Assessment of borderline cases
- To assist the Centre Leadership Team to ensure that systems and procedures are in place for the maintenance of accurate records on all aspects of the delivery and management of ONCAMPUS programmes

### Monitoring of student attendance

- Work closely with the Attendance Officer to ensure all students are fully attending
- Follow up all non-attendance with the Attendance Officer
- Work with the Head of Learning and Teaching and Course Leaders to follow up non-attendance and issue verbal and formal warnings
- Contact students, parents and agents to follow up where required

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- Attend attendance KPI meetings
- Provide class level attendance data to the Head of Learning and Teaching and Course Leaders to investigate patterns of non-attendance in classes

### **Oversee the development and delivery of the Personal Tutorial System**

- To lead the development of the Personal Tutorial System, working with the Head of Learning and Teaching and the Head of Welfare and Accommodation to ensure a consistent Tutorial delivery to meet the individual and diverse needs of ONCAMPUS students
- Ensuring the Scheme of Work and resources are of high quality and delivery is monitored and of high quality
- To manage and support the Personal Tutors to ensure delivery is to the highest standard and the roles and responsibilities of a Personal Tutor are fulfilled
- Provides support / training opportunities for Personal Tutors where appropriate
- Review the Personal Tutorial system on a termly basis with the Centre Leadership Team and implement approved recommendations for improvement
- To be the main point of contact for Personal Tutors

### **Manage sponsored students**

- With the central sponsor team and Sponsor Student Officer, maintain an accurate list of sponsored students
- Track sponsor students closely and report back concerns, initiate interventions with the Head of Learning and Teaching and Course Leaders and regularly follow up
- Regularly meet sponsor students ensuring good relationships
- Assist the Centre Director with information to contact embassies, and visit Embassies when required

### **Other**

- To assist the Centre Director to manage, motivate, appraise, grade and develop the Centre Leadership Team to achieve both their objectives and their full personal potential.
- To contribute to and, as required, participate in the Company's marketing activities in order to develop and strengthen relationships between the Company and its current and potential students
- To develop and maintain a full understanding of current safe guarding procedures, having regard for students' well-being
- To act as one of the Designated Safeguarding Officers for the Centre and have regard for the need to safeguard students' well-being
- To ensure compliance with the most current regulations and accreditation criteria for the Centre's programmes and with all legal and statutory requirements (UKVI, QAA, OfS etc.)
- To convene and/or attend meetings necessary for the smooth operation of the Centre and ONCAMPUS and ensure that appropriate written agendas and minutes are prepared and circulated as required
- Help to create and maintain a safe working environment for everyone
- Attend Exams Board and Quality Assurance Committee
- With the wider team, develop a welcoming and engaging welcome for students

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- To undertake any other duties commensurate with the status of the post, as deemed necessary by the Centre Director or the management of ONCAMPUS
- Emergency Phone Holder

In particular, you will:

- Treat students with dignity, building relationships rooted in mutual respect;
- Have regard for the need to safeguard students' well-being, developing and maintaining a full understanding of current procedures;
- Show tolerance of and respect for the rights of others;
- Maintain high standards of attendance and punctuality;
- Help to create and maintain a safe working environment for everyone;

## Person Specification

### Education

- Academic Undergraduate Degree (Essential)
- Academic or English Language Teaching qualification at graduate or equivalent level (Essential)
- A Postgraduate qualification (MA, MBA etc) (Essential) preferably with Educational Management/Leadership Modules

### Experience

- Teaching experience (Essential)
- Experience in an academic leadership role (Essential)
- An understanding of the needs and requirements of international students (Essential)
- Direct experience of working in Further and/or higher education (Desirable)
- Experience of the development of academic programmes (Desirable)
- An understanding and appreciation of private sector education (Desirable)

### Skills

- Demonstrate cross-cultural awareness and understanding
- A track record of positive staff relationships
- An ability to motivate, coach and develop academic and administrative staff
- A commitment to teamwork, and an ability to manage both human and physical resources effectively
- A record of achievement in teaching (academic or English language)
- Excellent interpersonal, communication and presentation skills including fluency in English
- Competence in the effective use of Information Communications Technologies (ICT), particularly Microsoft Excel

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- Planning and organisational skills and an ability to take initiative within the curriculum and policy objectives
- A record of attention to detail, thoroughness and fairness
- The ability to prioritise, meet deadlines and work under pressure

### Behaviours

- Outward looking and student sympathetic.
- Flexible with the ability to solve problems, to put in the time necessary to do the job, to take decisions and to accept responsibility.
- A willingness to learn, improve personal teaching effectiveness where appropriate and an ability to adapt.
- Practical with high integrity, honesty and ethical standards.
- Enthusiastic and committed with stamina and a positive attitude.
- A willingness to work unsociable hours when necessary
- National travel required for various meeting, and International Travel a possibility

### Employee Values

**Accountability and Ownership** – takes responsibility, meets commitments, dedicated, confident, invested in the work that they do and doing it well, pro-active, makes decisions, calculates the risk and shows leadership.

**Having Enthusiasm** - being flexible and responsive, can do attitude, hardworking, honest, has a willingness to learn, goes the extra mile, is positive in the face of challenges.

**Being Creative** – looks for new ways to improve, takes ideas and implements them, looks at problems in different ways, is solutions led.

**Being a Team Player** – friendly, punctual, reliable and respectful of their co-workers, communicates with enthusiasm, collaborates with colleagues, shares knowledge and teaches others.

**Being Customer Focussed** – approachable, helpful, shows empathy, communicates openly and welcomes feedback, builds relationships, organised, detail orientated, effective and efficient, courteous and professional.

ONCAMPUS is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The Company also expects all staff and volunteers to share the Company's commitment to Equal Opportunities within the workplace.