

NCUK

THE UNIVERSITY CONSORTIUM

Product Manager

Candidate Information Pack

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ADVERT AND HOW TO APPLY

Job Advert

Role: Product Manager

Salary: £39,000 per year

Location: Manchester/Homebased

Hours: 37 per week

Contract: Permanent

We are seeking to appoint a Product Manager who will play a key role in the Academic Directorate by managing NCUK's product portfolio in the context of changing market and customer expectations, evolving international regulatory frameworks, and the challenges and opportunities created by technological developments.

As Product Manager you will lead the developments of new programmes, build relationships with stakeholders and contribute to the delivery of NCUK strategic objectives. You will bring outstanding understanding about qualification lifecycle, customer-focused approach and life-long desire to learn.

What we offer

This role can be home-based with occasional travel to our Head Office in central Manchester. We offer a friendly working environment and excellent benefits:



How to apply

Please apply by submitting your CV to vacancies@ncuk.ac.uk with a short covering message highlighting how your experience and skills meet the requirements of the job description and person specification. Your CV should be in Microsoft Word or PDF Format.

We positively encourage applications from disabled people, women, young people, Veterans and serving British regular or reserve Armed Forces Personnel, the LGBT community and the BME community.

The closing date for applications will be **8 May 2023**.

NCUK is a unique organisation. A consortium of leading international universities, we provide overseas students with guaranteed access to universities through our pathway qualifications. More than 40,000 students have successfully progressed to NCUK Universities worldwide by completing our qualifications. Our qualifications combine the highest of academic standards with exceptional language, study and cultural skills, and are currently delivered in more than 30 different countries across four continents. NCUK is a trading subsidiary of the Northern Consortium, a registered educational charity.

What we do

NCUK develops and maintains academic qualifications that prepare students for entry to university. The company also provides university application support services which assists NCUK students in progressing to university following the completion of their course.

NCUK licences delivery of its academic qualifications to Delivery Partners, and we currently have 100+ Delivery Partners across 30+ countries. NCUK's Delivery Partners have an average of around 30 students and our largest partnership, the Sino British College (SBC) in Shanghai, has over 1500 students registered on NCUK qualifications.

Academic Qualifications

NCUK currently offers the following qualifications:

- The NCUK International Foundation Year (IFY) is a modular qualification that prepares students for first-year entry to a wide range of bachelor degree courses. Students take a combination of three modules appropriate for their intended degree course and one of NCUK English for Academic Purposes for proof of English where needed.
- The NCUK International Year One (IYOne) in Business, Engineering and Law are first-year undergraduate degree level equivalent qualifications that articulate into the second year of selected undergraduate degree courses at NCUK Universities. The IYOne can be combined with the IFY to form a 2+2 study programme.
- The NCUK International Year Two (IYTwo) in Business is a second-year undergraduate level equivalent qualification that articulates into the third year of Business undergraduate degree courses at select NCUK Universities. The IYTwo in Business can be combined with the IFY and IYOne to form a 3+1 study programme.
- The NCUK Master's Programme (MP) provides specialised English for Academic Purposes (EAP) training and an introduction to the research skills needed for success at Masters level.

NCUK Universities

NCUK has developed partnerships with a 45+ universities worldwide, including the original 10 founder members of the Northern Consortium as well as additional universities in the UK, Australia, New Zealand, Canada, the USA, the Caribbean and Malaysia. These NCUK Universities are the primary progression destinations for students completing NCUK qualifications.

In addition to these universities further agreements are in place with other international universities.

NCUK Staff

NCUK employs approximately 65 permanent staff and buys in services from around 75 external contractors, particularly for academic development and examination activities.

Most of the staff are based in the UK, predominantly in Manchester, with a small team based in a representative office in Beijing, China as well as other members of staff being situated in various locations in the Asia region.

Our Vision

To be the outstanding provider of university pathway programmes and placement services.

Our Mission

NCUK provides the highest quality university pathway programmes and placement support to our business partners and a well-qualified, diverse supply of students to our university partners.

Our Values

Our values underpin our organisation and our people.

They are a part of who we are and how we work – both individually and as a company.

Through our values we give our customers the best levels of service and the best experiences.

They enhance our working lives and we actively promote these across the business.

We all hold each other to account and have a responsibility to support each other in promoting and demonstrating these values every day.

Agile



We respond to market demand proactively and creatively to maximise quality, reputation and impact.

Bold



We believe in our capabilities and innovate to achieve ambitious goals.

Connected



We are dedicated to building a global NCUK community with a shared vision for success.

Committed



We are committed to the pursuit of quality for our partners, students and the business.

Driven



We are committed to our goals in the long term, and are dedicated to progressing towards them each day.

Expert



We are experts in our field, and confidently apply our deep sector knowledge to realise our mission.

JOB TITLE	Product Manager
DEPARTMENT	Academic
LOCATION	Manchester/Homebased
REPORTS TO	Head of Product
DIRECT REPORTS	None

JOB PURPOSE

The purpose of this role is to manage the development and maintenance of high-quality products and services that meet the needs of NCUK delivery partners and students, support university partnerships and contribute to NCUK's commercial success.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

1	Manage the full lifecycle of NCUK products and services.
2	Review and report on the performance of existing products, identifying their areas of improvement.
3	Research market trends and competitor offers to identify opportunities for new products and services.
4	Collect and analyse stakeholder feedback to understand product requirements.
5	Set up and manage development projects ensuring products are delivered on time, on budget and in line with regulatory requirements.
6	Identify specialist knowledge needs to source and manage external consultants.
7	Maintain accurate and complete records of qualification development and other processes where applicable.
8	Collaborate with Marketing and Business Development teams to produce product related resources
9	Support other Academic teams in delivering training events.
10	Contribute to the preparation for various governance meetings.
11	Liaise with other departments to ensure information about new or updated products is available to the stakeholders.
12	Maintain in-depth knowledge of NCUK products and services and act as a point of contact for internal and external product related queries.
13	Manage the development of digital product content and delivery digital channels including but not limited to webinars, Virtual Learning Environment, Applications, eBooks and online forums
14	Proactively engage with all aspects of academic quality related to products including the preparation of materials for, and attendance at, validation events.
15	Keep up to date and be aware of major developments in assessments, teaching methods and quality initiatives and regulatory frameworks.

JOB DESCRIPTION

16	Support the interaction between NCUK and its university partners in the recognition and approval of NCUK products.
17	Support the review of entry requirements in conjunction with NCUK Universities, and relevant NCUK teams
18	Support qualification mapping for securing UK and overseas Universities' articulation and recognition agreements.
19	Contribute to the development and improvement of processes, procedures and IT systems affecting the Product team.
20	Undertake any other duties commensurate with the status of the post, as deemed necessary by the Head of Product

QUALIFICATIONS	ESSENTIAL (✓)	DESIRABLE (✓)
Degree qualification or equivalent or significant work experience/study equivalent to the level of NCUK programmes	✓	
EXPERIENCE	ESSENTIAL (✓)	DESIRABLE (✓)
Programme, qualification design and development	✓	
Project management techniques	✓	
International delivery of UK programmes and qualifications		✓
Experience of collecting, analysing, evaluating and reporting data	✓	
Understanding of some of the subjects covered by the qualifications		✓
Sound understanding of assessment theory and experience of designing different methods of assessment	✓	
Experience in developing online products		✓
Experience of relevant regional markets		✓
Management of external contractors/service providers	✓	
UK higher education sector, quality assurance bodies, national and international regulatory frameworks	✓	
Teaching experience in tertiary education either at a UK University or an institution which delivers UK Higher Education programmes through collaborative provision, preferably in English, Business, Sciences or Engineering		✓
Demonstrable experience in supporting international students and delivery partners		✓
Proofreading and formatting in MS Word	✓	
SKILLS & KNOWLEDGE	ESSENTIAL (✓)	DESIRABLE (✓)
Knowledge and experience of regulated qualification and assessment design	✓	
Knowledge and experience of e-learning content design, development and delivery		✓
Good working knowledge of MS Word, Excel and PowerPoint	✓	
Excellent organisational and planning skills	✓	
Ability to network and develop good relationships	✓	
Good team working skills	✓	
Good communication and presentation skills	✓	
Attention for detail	✓	
Ability to interpret quantitative and qualitative data and produce	✓	

concise reports		
Experience of problem analysis and solving	✓	
Good self-management skills	✓	
Decision making skills and ability take responsibility for agreed outcomes	✓	
Ability to meet deadlines and deliver results	✓	
Culturally appropriate communicator	✓	
Fluency in English	✓	
PERSONAL QUALITIES OR STYLE	ESSENTIAL (✓)	DESIRABLE (✓)
Commercial acumen	✓	
Customer focused	✓	
Autonomous	✓	
Self-motivated & enthusiastic	✓	
Adaptable	✓	
Resilient	✓	
Resourceful	✓	
Committed to continuous improvement and innovative	✓	
Willingness to work flexible hours, travel overseas	✓	

The post holder will be based in the UK working from home with regular attendance at NCUK's offices in Manchester. This role involves some travel primarily in the UK to engage with university partners and may involve some occasional wider travel to support new and existing NCUK Delivery Partners and the regional teams.

Your job description does not define or limit your duties and you may be required to carry out other work within your abilities, either for your professional development or the business needs.

Review Arrangements

Over time the nature of the job may change. Consequently, NCUK will expect to revise this job description from time to time and will consult with the job holder at the appropriate time.