

NCUK

THE UNIVERSITY CONSORTIUM

Programme Delivery Manager

Candidate Information Pack

Contents	Page 2
Advert and How to Apply	Page 3-4
About NCUK	Page 5
NCUK Values	Page 6
Job Description	Page 7
Person Specification	Page 9

ADVERT AND HOW TO APPLY

Role: Programme Delivery Manager

Location: Remote – **must be based in China**

Salary: £32,000 per year/283,719 CNY per year

Contract: Permanent

Hours: 40 per week

A bit about us

Here at NCUK, we consider ourselves a unique organisation. A consortium of leading international universities, NCUK is an international organisation, and 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're looking for

We have an exciting opportunity for a highly motivated, customer-focussed individual to join us as a **Programme Delivery Manager**.

This is an important role which will be responsible for a portfolio of NCUK Study Centres within China. The successful candidate will provide 1st line support to academic staff covering onboarding, teaching and learning best practice and assessment preparation in the delivery and awarding of NCUK's qualifications. You will work with the regional team and contribute to the commercial success of NCUK products.

The ideal candidate will be educated at degree level or equivalent, an excellent communicator, having worked in international education before at management level. Experience in dealing with people from different cultures would be advantageous.

For further information on the responsibilities of the role, please refer to the job description and person specification on Page 7 & 8.

What we offer

- 

40 hour working week, Monday to Friday
- 

Attractive pension scheme
- 

Holiday entitlement - 35 days holiday including local bank holidays
- 

Personal development of every employee
- 

Sick pay
- 

Maternity, paternity and adoption leave pay
- 

Discounts and cashback through Perkbox
- 

Access to LinkedIn Learning
- 

Health insurance
- 

Employee Assistance programme (24-hour support and advice)
- 

Hybrid working to enable colleagues to combine work with other responsibilities and activities outside work

How to apply

Please apply by submitting your CV on <https://ncuk.bamboohr.com/careers> with a short covering letter 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.

At NCUK, we value diversity and strongly encourage applications from individuals with diverse backgrounds, including people with disabilities, women, young people, ethnically diverse people, Veterans and serving British regular or reserve Armed Forces Personnel and the LGBTQ+ community.

We also encourage candidates to apply regardless of if you meet all aspects of the job description. We believe in the potential of individuals with varied backgrounds and experiences - your unique skills and perspectives could be a valuable addition to our team!

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

****Please note, we reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.****

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+ Study Centres across 30+ countries. NCUK's Study Centres 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 subject modules appropriate for their intended degree course as well as an academic English module.
- The NCUK International Year One (IYOne) programmes 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 academic English training and an introduction to the research skills needed for success at Master's 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.

<p>Agile</p> <p>▼</p> <p>We respond to market demand proactively and creatively to maximise quality, reputation and impact.</p>	<p>Bold</p> <p>▼</p> <p>We believe in our capabilities and innovate to achieve ambitious goals.</p>	<p>Connected</p> <p>▼</p> <p>We are dedicated to building a global NCUK community with a shared vision for success.</p>
<p>Committed</p> <p>▼</p> <p>We are committed to the pursuit of quality for our partners, students and the business.</p>	<p>Driven</p> <p>▼</p> <p>We are committed to our goals in the long term, and are dedicated to progressing towards them each day.</p>	<p>Expert</p> <p>▼</p> <p>We are experts in our field, and confidently apply our deep sector knowledge to realise our mission.</p>

JOB TITLE	Programme Delivery Manager
LOCATION	China – preferably Beijing
DEPARTMENT	Academic
FUNCTIONAL/ REGIONAL RESPONSIBILITY	China
REPORTS TO	Head of Programme Delivery

JOB PURPOSE

Programme Delivery Manager for a portfolio of Study Centres within an NCUK region. To provide 1st line support to academic staff covering onboarding, teaching and learning best practice and assessment preparation in the delivery and awarding of NCUK’s qualifications.
To work with the regional team and contribute to the commercial success of NCUK products.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

1	Commission and develop supporting materials and training courses to assist Study Centre academic staff in the delivery of NCUK qualifications.
2	Support the development of and then manage the implementation of the Teaching and Learning Strategy and associated success measures and KPIs
3	Support the development and implementation of the Product and Assessment Strategies and associated success measures and KPIs
4	Develop digital teaching and learning support content for delivery through the NCUK Virtual Learning Environment (VLE)
5	Deliver academic staff development courses at Study Centres and online through digital channels including but not limited to webinar, VLE and online forums.
6	Maintain and periodically report on compliance to Quality Assurance Team.
7	Manage Study Centre marker standardisation and training together with Assessment Delivery team.
8	Provide support for managing the delivery of programmes by Delivery Partners e.g., resourcing, timetabling, schemes of work and lesson planning.
9	Train other members of regional staff and External consultants in the delivery of supporting materials and training courses.
10	Support qualification development i.e., providing feedback to the Product Development department on user experience with existing modules and assessments, gaining feedback on proposed developments to modules and assessment and on NCUK teaching materials
11	Monitor and feedback on academic Performance of Study Centres i.e., monitoring and analysis of results and performance of students and teachers, identifying risks and issues and developing action plans, and handle complaints and feedback from Delivery Partner academic staff.
12	Make or contribute to decisions on non-standard entry (NSE) exemptions, direct entry / APL, and extension requests as appropriate, in liaison with NCUK colleagues, and maintaining auditable records of

	such decisions
13	Induction of new Delivery Partners in qualifications and assessments.
14	Support the planning and delivery of the annual NCUK Teachers Trainings.
15	Liaise with regional Ministries of Education and Regulatory Bodies supporting the Regional Director/Manager in ensuring regulatory good standing and recognition of NCUK qualifications throughout the region, to include regular PESTLE scanning and updates
16	Investigating cases of malpractice and maladministration at Study Centres under the direction of the Head of Quality Assurance
17	Write and present programme delivery reports for various audiences as determined by the success measures and KPIs including but not limited to the Academic Committee, Senior Leadership Team (SLT) and Academic Quality Board (AQB)
18	As a member of the regional team, provide academic input on regional Business Development and University Partners and Placement plans to include supporting regional events, attending conferences and networking groups
19	Participate in the Regional Centre Group meetings
20	Attend Exam Boards and follow up on outcomes with Study Centres with support and training as appropriate
21	Manage the Programme Delivery Training and Audit budgets as allocated
22	Manage and participate in cross functional/matrix projects to deliver programme delivery outcomes
23	Other academic delivery directorate management duties as and when requested.

QUALIFICATIONS	ESSENTIAL (✓)	DESIRABLE (✓)
Degree qualification or equivalent/study equivalent to the level of NCUK programmes	✓	
Teaching qualification	✓	
CIPD Level 5 Learning and Development qualification or equivalent		✓
EXPERIENCE	ESSENTIAL (✓)	DESIRABLE (✓)
Significant teaching experience either at higher education or Grade 12 level		✓
Appropriate management experience in an educational setting preferably higher education.	✓	
Experience of working in/with relevant regional market	✓	
UK or other relevant (Australia, New Zealand, Canada, America) higher education sector and quality assurance bodies	✓	
Teaching experience in pathway education either at a UK or other relevant 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 Study Centres	✓	
Teacher Training and instructional design experience		✓
Teaching observation and audit experience		✓
Experience of working in a customer facing environment within an education setting		✓
SKILLS & KNOWLEDGE	ESSENTIAL (✓)	DESIRABLE (✓)
Knowledge and experience of digital content development and delivery	✓	
Good working knowledge of MS Excel, PowerPoint and Word	✓	
Strong organisational and communication skills	✓	
Strong training skills and knowledge	✓	
Experience of developing constructive working relationships	✓	
Effective team working skills	✓	
Strong presentation skills	✓	
Ability to interpret quantitative and qualitative data and produce concise reports	✓	
Experience of problem analysis and solving	✓	
Good self-management skills	✓	
Experience of effective planning	✓	
Good decision-making skills	✓	

Experience of delivering results	✓	
Experience of meeting deadlines	✓	
Experience of internal and external customer focus	✓	
Culturally appropriate communicator	✓	
Demonstrable experience in creating, planning and delivering training	✓	
Fluency in English	✓	
Fluency in one other language relevant to the particular region		✓
Management of external contractors and internal operations	✓	
Ability to manage multiple tasks through project management, scheduling and time management	✓	
Decisive and able to take responsibility for agreed outcomes	✓	
PERSONAL QUALITIES OR STYLE	ESSENTIAL (✓)	DESIRABLE (✓)
Commercial acumen	✓	
Customer service focused	✓	
Autonomous	✓	
Self-motivated & enthusiastic	✓	
Adaptable	✓	
Resilient	✓	
Resourceful	✓	
Commitment to continuous improvement and innovative	✓	
Willingness to work flexible hours, travel overseas	✓	

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 needs of the business.

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.