Job Title: Programme Leader
Health, Social Care and Well-Being

About NCG Higher Education Centre

The NCG Higher Education Centre forms part of NCG, one of the UK's largest and most inclusive education groups. Based in London, the Centre delivers a portfolio of higher education programmes designed to equip students with the skills, knowledge and professional confidence required to succeed in their chosen careers.

Our mission is to make higher education accessible, flexible and professionally relevant, while fostering academic excellence within a supportive and diverse learning community.

Purpose of the Role

The Programme Leader provides academic leadership and operational oversight for the Integrated Health, Social Care, and Well-Being programme at the NCG Higher Education Centre. Working closely with the Head of Academics, the Dean and Module Leaders, the postholder is responsible for the strategic development, effective delivery and continuous enhancement of the programme.

The Programme Leader is accountable for programme performance in relation to NCG's KPIs, the Office for Students (OfS) regulatory requirements, and key sector metrics, including continuation, completion, progression and graduate outcomes. The role requires active monitoring of student performance data, identification of risks to student success, and the implementation of timely, evidence-based interventions to secure improvement and ensure regulatory compliance.

The postholder will ensure that academic standards are maintained in line with institutional regulations and external expectations, and that the programme delivers a coherent, inclusive and academically rigorous student experience aligned with sector benchmarks and professional practice.

Main Responsibilities

1. Programme Leadership and Performance

- Provide clear academic leadership for the programme, fostering a culture of accountability, collaboration and continuous enhancement.

- Coordinate the effective delivery of the Integrated Health, Social Care, and Well-Being programme, providing leadership to academic and support staff contributing to it.
- Monitor and report on programme performance against key indicators, including retention, progression, completion and student outcomes.
- Identify risks to performance and implement targeted action plans to improve student success.
- Contribute to recruitment, outreach and conversion activities to support sustainable student numbers.
- Engage with internal and external stakeholders, including awarding bodies and professional networks, to ensure the programme remains current and industry-informed.
- Promote and embed employability within the curriculum, including engagement with workshops, employer activities and industry-related initiatives.

2. Academic Delivery and Teaching

- Ensure compliance with Academic Regulations and institutional policies at programme level.
- Oversee curriculum coherence, ensuring that learning outcomes are appropriate to the level of award and aligned across modules.
- Ensure that the Virtual Learning Environment (VLE) is accurate, current and supports high-quality student engagement.
- Monitor the quality and suitability of assessment design, marking standards and feedback practices.
- Ensure that appropriate documentation is prepared for internal and external examiners and that academic standards are upheld.
- Monitor student feedback, achievement, engagement and retention, taking appropriate action where required.
- Contribute to teaching, marking and moderation within the programme, as appropriate and in line with workload allocation.

3. Student Experience and Support

- Lead and coordinate student induction in collaboration with relevant colleagues.
- Support the effective operation of student representation systems, including the selection, training and support of student representatives.
- Oversee student engagement and participation, working closely with academic and professional services colleagues.
- Liaise with the Attendance Team to ensure attendance is monitored and appropriately managed.
- Address and resolve student queries at programme level where these have not been resolved elsewhere.
- Contribute to Staff–Student Voice Panels and ensure actions arising are implemented and monitored.

4. Quality Assurance and Governance

- Lead programme review and enhancement processes in line with NCG policies and quality assurance frameworks.
- Respond to external examiner reports and ensure that recommendations are implemented and monitored.
- Contribute to internal reporting, data returns and regulatory processes as required.
- Ensure that the programme aligns with institutional strategies and external regulatory expectations, including OfS conditions of registration.

Skills and Qualifications

Essential

- Master’s degree in a relevant subject area.
- Significant experience of teaching in higher education.
- Experience of curriculum development, quality management and enhancement within HE.
- Demonstrable experience of positively influencing programme-level outcomes.

- Strong analytical skills, with the ability to interpret performance data and implement improvement strategies.
- Excellent organisational, interpersonal and communication skills.
- Ability to work independently, proactively and collaboratively.
- Appropriate digital skills to support learning, teaching and assessment.

Standard Responsibilities for all positions in the NCG HE Centre:

- Participate in any staff review/performance management processes involving the identifying and meeting of training needs for self and others.
- Take appropriate responsibility to ensure the health and safety of self and others.
- Pursue the achievement and integration of equal opportunities throughout all activities.
- Undertake any other tasks and responsibilities appropriate to the level of this post.
- Comply with all NCG HE Centre policies and procedures.
- NCG HE Centre is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share and promote this commitment.

Why Join Us

Joining NCG HE Centre means becoming part of a forward-thinking institution where innovation, inclusion, and impact drive everything we do. You'll work alongside a passionate team of academics and professionals who are committed to empowering learners and transforming lives through education.

Benefits

- Generous Annual Leave (5.6 weeks) + Bank holidays
- Workplace Pension Scheme
- Company Sick Policy
- Statutory Maternity/Paternity Pays
- Training and Self-development Opportunities

Person Specification: Programme Leader

	Essential	Desirable	Method of assessment
Qualifications/ Training:			
Master's degree in Health, Social Care and Wellbeing or a closely related discipline.	✓		Application and Interview
Fellowship of the Higher Education Academy (FHEA) or willingness to achieve within an agreed timeframe.		✓	Application and Interview
Evidence of continuing professional development relevant to higher education teaching and/or academic leadership.	✓		Application and Interview
Doctorate (completed or near completion) in a relevant field.		✓	Application and Interview
Experience:			
Significant experience of teaching and assessing in UK higher education.	✓		Application and Interview
Experience of curriculum design, development and review within HE.	✓		Application and Interview
Experience of monitoring and improving programme-level performance indicators (continuation, completion, progression, graduate outcomes).	✓		Application and Interview
Experience of formal programme leadership.		✓	Application and Interview
Skills and Knowledge:			
Strong understanding of UK higher education quality assurance frameworks and academic regulations.	✓		Application and Interview

	Essential	Desirable	Method of assessment
Knowledge of OfS regulatory requirements and key sector performance metrics.	✓		Application
Ability to analyse and interpret student performance data to inform improvement strategies.	✓		Application and Interview
Strong leadership and team-working skills, with the ability to foster accountability and collaboration.	✓		Application and Interview
Knowledge of OfS regulatory requirements and key sector performance metrics.	✓		Application and Interview
Digital competence, including effective use of Virtual Learning Environments and digital tools to support teaching and assessment.	✓		Application and Interview
Attributes / Other Requirements:			
Commitment to equality, diversity and inclusion.	✓		Application and Interview
Ability to work independently, proactively and collaboratively within a dynamic higher education environment.	✓		Application and Interview
Professional integrity, resilience and a solution-focused approach.	✓		Application and Interview